

Patient Participation Group Network Newsletter

Kensington & Chelsea, Queens Park & Paddington

ISSUE 17

February 2019

WELCOME

Welcome to the first PPG Network newsletter of 2019. I am looking forward to another year of supporting your continued improvements to practice services.

During this year I will be developing a “Good Practice Guide” which will contain examples of excellent work and projects from PPGs. Don't be shy: share your innovative ideas and projects for others to learn from and get inspired.



PPG NETWORK MEETING 27 NOVEMBER 2018

Health Promotion in GP practices

It has become a tradition to invite local Councillors to the end of year PPG Network meeting. We welcomed Cllr David Lindsay and Cllr Sarah Addenbrook to our discussion of the most important issues to practice patients when it comes to maintaining a healthy lifestyle and preventing ill health.

PPG members had a conversation about **childhood obesity**. Councillors and PPG members discussed contributing factors to childhood obesity, considering the possible steps that could be taken to improve children's health and linking to council services that encourage healthy lifestyles for families (MEND).

What can PPGs do to improve practice patient health?

PPG members shared examples of work on health promotion. Some PPGs ran “Keep Well” information stalls, others delivered information sessions to practice patients. Other ideas were: to develop community focused events, “Easy&Healthy” recipe cards and “Walk and Talk” groups.

Public Health Projects

We have enjoyed presentations from the Westminster and the RBKC Health Promotion team:

One You offers holistic services to reduce cardiovascular related diseases, lifestyle related cancers and improve overall health and wellbeing

www.nhs.uk/oneyou/

MEND offers services for parents and children from birth to 18y/a. The service offers activities to improve diet, physical health, cooking classes and much more

www.mytimeactive.co.uk/londonhealth

Sexual Health and Contraceptive Services, including for under 18s

wellbeing.turning-point.co.uk/sexualhealth/

Yoga4You—available for all ages

Next Steps for PPGs

PPG members discussed how GP practice patients can benefit from a host of services offered by the local councils.

PPG members talked about challenges when delivering projects on a larger scale.

Problem solving ideas:

- Neighbouring GPs and PPGs could collaborate on bigger

events and share the cost.

- Each PPG can claim £50 per year from the PPG Project for activity related expenses. Contact Odeta Pakalnyte, via the details at the back.
- PPGs can utilise free local council resources and link to free services such as “One you” and “Community Champions”. Check the council directory for other community services: www.rbkc.gov.uk/leisure-and-culture/activities-adults or www.westminster.gov.uk/find-activities-and-classes

Recommendations

- PPGs are well placed to act as the link between practices and local health and wellbeing services.
- PPGs could ensure that information about council services are available to their practice patients.
- PPGs could invite Council services to their PPG meeting to explore ways of working together for the benefit of GP practice patients: be it information on the notice board, stalls or special events for patients.

CONSULTATIONS

PALLIATIVE CARE CONSULTATION

NHS commissioners are launching an independent review of local adult palliative care services, which provide care for people with advanced progressive illnesses. These services include home support, day centre facilities and care provided at inpatient hospice units.

Penny Hansford, former Director of Nursing at St Christopher's Hospice, who has been appointed as the Independent Chair of the review, has said: *"I am launching a call for evidence so that I can hear from local people. I would particularly like to hear from people who have experience of the current services, about how well they are working. Once we have heard from local people, I will consider what can be done to improve these services to make them as effective and efficient as possible. I will then report these recommendations to the three Clinical Commissioning Groups involved, where a decision will be made. It is not the plan to reduce access to our palliative care services."*

If you wish to share your experiences and views, please follow this link

www.surveymonkey.co.uk/r/SM7QSL9

PROPOSAL TO RELOCATE THE MOORFIELDS EYE HOSPITAL

The survey is about proposal to relocate all services from Moorfields Eye Hospital to a new, purpose-build facility at St Pancras Hospital. The survey seek your views and concerns about how this may affect you.

www.surveymonkey.co.uk/r/Oriel-yourthoughts

TRAINING OPPORTUNITIES

FREE PATIENT LEADERSHIP DEVELOPMENT TRAINING

The London Leadership Academy offers exciting 3-day programme for patients and carers in 'lay partner' or 'lay member' roles, but it is also useful for PPG members, especially those who attend CCG and other NHS meetings. The training is on 19th, 20th February and 11th March 2019. For more information and to book your place, follow the link <https://llaevents.uniquesystems.online/events-listing/the-effective-lay-partner-programme-2019/>

PPG MEMEBRS TRAINING NEEDS ASSESSMENT

This year, I would like us to look at our personal development. Please complete this short survey, which will help me to offer best training for you www.surveymonkey.co.uk/r/PPGtraining

DEALING WITH MISSED APPOINTEMENTS

Birmingham's Ley Hill Surgery is using behavioural psychology to trial an innovative approach to reducing missed GP appointments. One psychologist PPG member suggested using the theory of "social norms" and "active commitments", which have previously been tested in primary care research.

Social norms: this theory proposes that people tend to follow what they believe to be the behavior of the majority. Public notices that indicate most people in the surgery keep their appointments or cancel in good time highlights the social norm of people doing the right thing. This, it was suggested, is likely to be more effective than notices lamenting the waste of professional time when people don't show up.

Active commitments: according to this theory, the more actively involved we are in making a commitment, the more likely we are to keep it. Active commitments involve staff inviting patients to write down or repeat back their appointment when they book.

The PPG group and practice staff were excited to try these low-cost strategies out over a 12-month period to see if they could reduce missed appointments and cancellations. The psychologist worked closely with the practice staff to change notices in the practice using each month's figures: *'95% of our patients came on time to their appointments last month in January. Thank you!'* and the psychologist trained reception staff to invite patients to actively commit to cancelling their appointment if needed and to write down their own appointment details.

Impact: Reducing missed appointments by an average of 20% (up to 33% some months) Increasing early cancellations by an average of 21%. Average of 37 fewer missed appointments per month, or around one working day saved every month.

There is short video you can watch about this project www.youtube.com/watch?v=IYAhxmrOWXM

NETWORK MEETING

PPG engagement and representation

DATE: Monday 25th of February 2019

TIME: 2:30pm – 4:30pm

VENUE: Committee Room, Kensington Town Hall

BOOK: please contact Odeta at Healthwatch CWL

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