

# The Patient Participation Group (PPG) Newsletter



Kensington & Chelsea, Queens Park & Paddington

ISSUE 4



## Welcome Readers!

Welcome to the **fourth issue** of the Patient Participation Group Project Newsletter! There have been many developments in health and social care services within K&C and Queens Park and Paddington over the last few months, so here are just a few of them!



\* The Care Quality Commission inspected 16 GP practices in K&C and QPP in June and July for the first time, using five key areas to assess the standards of GP Practices in the area.



\* The second PPG Member

Event was held in September with attendance from PPG members from the north and south of the borough. They discussed the future of health and social care services, and ways to improve our current healthcare system for over 75s and people with long term conditions.



\* Two GP Practices in Paddington have now closed—West Two Health and Milne House Medical Centre. If you have been affected by these practice closures, please send an email to [healthwatchcwl@hestia.org](mailto:healthwatchcwl@hestia.org) or telephone 0800 008 7455.

\* Care.Data has been postponed in London until late 2015, following valuable feedback and data sharing concerns raised by local residents via Healthwatch Central West London!

If you would like to find out more about PPGs or just ways to get involved in local health initiatives as a patient, then please contact Olivia Danso at [Olivia.danso@hestia.org](mailto:Olivia.danso@hestia.org) or telephone 0203 235 0008!



## Coordinating PPG Views on Health and Social Care!

The second **Patient Participation Group workshop** took place on Tuesday 23<sup>rd</sup> September 2014 with attendance from PPG members and patients from across K&C and Queens Park and Paddington!



This was a particularly fruitful event which looked back on the work of the PPG Project in 2013/14, as well

as reflecting on the actions that GP practices and the West London Clinical Commissioning Group have taken in response to PPG member recommendations since 2013.

A key aspect of the workshop was discussing the future of health and social care services for people over the age of 75. Discussions were had regarding plans for one person to coordinate an individual's care, and having a single health centre for a multitude of patient needs.

Rich discussions were also had about our current system of healthcare, and

patients reiterated the importance of GPs and hospitals communicating better with each other.

You can read the full event report now, by going to <http://tinyurl.com/q2gg3pe>!

Alternatively, you can email me at [olivia.danso@hestia.org](mailto:olivia.danso@hestia.org) or telephone 0203 235 0008 to receive a copy of the report in the post or via email!



### PPGs and the CQC: Demonstrating Standards of Care

In May and June of 2014, the Care Quality Commission (CQC) inspected 16 GP Practices in Kensington and Chelsea, and Queens Park and Paddington. Of those 16 practices, 12 had PPG members who spoke to inspectors, and provided feedback about their experiences of their practice. Using five key areas (Safety, Effectiveness, Care, Responsiveness and Leadership), the CQC discovered four emerging themes for local practices:

- 1) Quality Assurance
- 2) Infection Control
- 3) Recruitment
- 4) Support for Practice Staff.

Visit the CQC website by going to [www.cqc.org.uk](http://www.cqc.org.uk) to find out if your GP Practice was assessed and how they did!

Do you have any good stories about the difference your PPG has made to your practice, that you would like to see in the next newsletter to share with others? Then send your stories to me by emailing [Olivia.danso@hestia.org](mailto:Olivia.danso@hestia.org) or by calling 0203 235 0008!

**Contact the PPG Project Officer:**

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**FIND US ONLINE!**

[PPG Webpage](#)

[www.healthwatchcwl.co.uk/your-say/patient-participation-groups](http://www.healthwatchcwl.co.uk/your-say/patient-participation-groups)

**Stay Informed!**

The NHS is an ever-changing landscape and it can be difficult to keep up with everything that is going on, so here are two highlights that might be of interest to you as a PPG Member and patient.

◆ **Friends and Family Test**

Have you heard about the Friends and Family Test in GP Practices? From 1st December 2014 all GP Practices will be required to gather patient feedback about their service on a monthly basis. Amongst practice based questions for patients, GP surgeries will be asking the following question:

**“How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?”**

Practices will be sharing the Friends and Family Test in a number of different ways; via their text messaging services, using hard copies within the practice and even as an online survey. Make sure your feedback is taken and acted upon by asking about the test at your local GP Practice now!

◆ **Delay of the Care.Data Programme**

You may remember at the beginning of 2014, NHS England unveiled plans to roll out Care.Data across the country, as a new system that helps to share patient data across health services, to improve a patient’s journey throughout the healthcare system.

Following patient concerns raised by local Healthwatch about the lack of clear communication and transparency about how patient data is used, the Care.Data programme was postponed in spring 2014. The programme is now being piloted in four areas outside of London (Leeds, Somerset, West Hampshire and Darwen) to refine the programme and ensure patient concerns are addressed through clearer materials.

Care.Data is now not scheduled to be rolled out in London until late 2015, after some extensive improvements are made to ensure patients feel informed enough to make a decision about whether or not to share their data. You can read about the current status of Care.Data by visiting <http://www.england.nhs.uk/2014/10/07/ccgs-care-data-programme/>

**Future PPG Events in January  
2015**

- \* Are you a PPG Patient Chair or patient member of a PPG in North Kensington, South Kensington or Queens Park and Paddington?
- \* Would you like to represent your PPG at an area wide meeting, to find out what’s happening locally in relation to GP practices?
- \* Would you like to meet other PPG members and share your learning from your own group with others?

**Then please come along to one of the three wider PPG meetings taking place in January 2015!**

- 1) **North Kensington PPG Meeting**  
**Time & Date:** 4–5.30pm, Monday 19th January 2015  
**Venue:** The Lighthouse, 111–117 Lancaster Road, London W11 1QT.
- 2) **South Kensington PPG Meeting**  
**Time & Date:** 4–5.30pm, Thursday 22nd January 2015  
**Venue:** Kensington Town Hall, Hornton Street, London W8 7NX
- 3) **Queens Park and Paddington PPG Meeting**  
**Time & Date:** 4–5.30pm, Thursday 29th January 2015  
**Venue:** Beethoven Centre, 3rd Ave, London W10 4JL

Visit <http://tinyurl.com/lb3k8y6> to find out which area your GP Practice belongs to!

Contact Olivia at [olivia.danso@hestia.org](mailto:olivia.danso@hestia.org) or by telephone on 0203 235 0008 to confirm your attendance at one of these three meetings!

**Useful Links for PPGs**

Want to know what’s happening locally and nationally within health and social care services? Visit [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk) and become a member to receive regular updates on health related events and find out more about our free signposting service which provides information about health and social care services in the tri-borough.

Looking for other ways to provide patient feedback? Visit the following websites for ways to feedback on services and GPs, or to view other patient feedback stories:

- [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)
- [www.patientopinion.org.uk](http://www.patientopinion.org.uk)
- [www.iwantgreatcare.org](http://www.iwantgreatcare.org)
- [www.patientvoices.org.uk](http://www.patientvoices.org.uk)