

The Patient Participation Group (PPG) Newsletter



Kensington & Chelsea, Queens Park & Paddington

WELCOME

Welcome to the 2017 summer issue PPG newsletter.

A lot has happened since the last news update but nothing shocked and overwhelmed us more than the horrific fire at Grenfell Tower.

Our thoughts and deepest sympathies are with all of those affected by the Grenfell Fire.



HEALTHWATCH CWL

The shock of the Grenfell Fire tragedy continues to be felt by the community, and is now joined by a deep sense of injustice, sadness, and anger.

As Healthwatch we have statutory power to hold the NHS and the Local Council to account. If you have been affected by the Grenfell Tower fire, please share your questions and concerns with us, so we can raise them with the Local Council and West London NHS Clinical Commissioning Group.

You can share your questions and concerns anonymously by following the link below:

<https://www.surveymonkey.co.uk/r/XGJ83DH>

Or you can contact us by email:

grenfell@healthwatchcentralwestlondon.org

or telephone **020 8968 7049**.

We will be posting your questions as well as NHS and Council's response on Healthwatch website:

<http://healthwatchcwl.co.uk/about/our-work/grenfell-tower/>

RESPONSE TO GRENFELL FIRE

WEST LONDON CCG'S RESPONSE

Following the fire at Grenfell Tower, the NHS in West London have joined together to support casualties and their families and friends. A multidisciplinary team, consisting of GPs, district nurses, mental health professionals, supported by staff from CCG, has been on site since the fire occurred and this will continue as long as is needed.

Health professionals are moving into more proactive phase, visiting the areas where people are congregating and are temporary housed to help them and signpost to NHS services.

GP practices continue to be the first port of call for continuing care and for health issues and emotional support related to Grenfell Fire.

SINGLE POINT OF ACCESS (SPA)

is the telephone number to call for help with emotional support or to access mental health services urgently. The line is open 24 hours a day, every day. Tel: **0800 0234 650**

THE GRENFELL FIRE RESPONSE

TEAM have set up a dedicated website which provides up to date information. www.gov.uk/guidance/grenfell-tower-fire-june-2017-support-for-people-affected

THE ASSISTANCE CENTRE for people affected by the Grenfell Fire has moved from the Westway Sports Centre to new long-term premises nearby at The Curve, 10 Bard Road, W10 6TP. The centre is open from 10am to 8pm every day and dedicated staff are on hand to provide a wide range of support and advice, from the NHS, Home Office, Benefits, Post Office, Adults' and Children's Social Care, Housing and other.

OPERATION CUP OF TEA Every Friday from 11am to 3pm, from the 14 July to the 1 September local community organisations are running a regular stall at Portobello Market. The stall provides the opportunity to enjoy a free cup of tea and is informal space for people to talk and collect information.

GP Patients Survey Results

The results of the National GP Patients Survey July 2017 have been published. You can find out how patients rated your GP practice by following the link and typing in the name of your GP practice
<https://gp-patient.co.uk/practices-search>

Feedback from the workshop “PPG Support Network”

The workshop objectives were to review the way PPGs share information and experience with each other, and to agree how we communicate and support each other in the future.

The actions from the workshop were:

- To create a local PPG Network based on an email group which is coordinated by the PPG Project. The aim is to have at least one PPG member from each WL CCG GP practice PPG.
- To discontinue online PPG forum “myPPG” due to lack of interest and activity by its members.
- To continue face-to-face PPG Network meetings/workshops on topics proposed by PPG members.
- The PPG project will continue publishing the PPG newsletter to give an opportunity for PPGs to share good practice and publicize information.

Extended Hours GP Appointments

Some GP practices in Kensington & Chelsea, Queens Park & Paddington now provide “Extended Hours” appointments either early mornings, late evenings or at weekends according to their patients needs.

If you need (or prefer) to see a GP outside of the normal working hours of 8am–6.30pm Monday to Friday, ask your GP practice if they run Extended Hours services. If so, you might be able to book an appointment at the time that is more convenient for you.

If your GP practice is not one of them, you can ask your GP receptionists to book you an Extended Hours appointment at Violet Melchett Clinic in the south of the borough or St Charles Centre for Health and Wellbeing in the north of the borough.

If your GP practice is closed, NHS 111 can also book the appointment for you if appropriate.

Join the local PPG Network

Are you a member of your GP practice PPG?

Join the local PPG members’ Network to keep up to date with new NHS services and developments, find out what are other PPGs doing in your area, get invited to free training, workshops and seminars.

Please email Odeta at PPG Project
odeta.pakalnyte@healthwatchcentralwestlondon.org

DATES FOR YOUR DIARY

PPG Network Meeting (11th Sept)

We have invited WL CCG managers to tell us about the recent changes to GP contract management; this will be followed by a group discussions about what can be done to improve patient experiences in GP practices. WL CCG managers and RBKC Councillors will join us in our discussions.

DATE: Monday 11th September 2017

TIME: 2:30–4:30pm

VENUE: Committee Room 1,
Kensington Town Hall,
Hornton Street, London W8 7NX

To book: please call Odeta on **020 8968 7049**
or email: [Odeta Pakalnyte](mailto:Odeta.Pakalnyte@healthwatchcentralwestlondon.org)

Changes to Podiatry services

West London CCG will be holding two workshops for patients and carers who use the podiatry service to discuss service changes and to co-design information leaflets for podiatry patients.

Workshop 1

DATE: Monday 7th August 2017

TIME: 5pm–7pm

VENUE: Bellarmine Room, Heythrop College,
23 Kensington Square, London W8 5HN

Workshop 2

DATE: Thursday 10th August 2017

TIME: 10:30am–12:30pm

VENUE: Conference Room 1,
St Charles Centre for Health & Wellbeing
Exmoor Street, London W10 6DZ

TO BOOK your place, contact Emily Nicholls,
Planned Care Project Manager on 020 3350 4746
or email Emily.nicholls@nw.london.nhs.uk

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