

# Patient Participation Group Network Newsletter

## Kensington & Chelsea, Queens Park & Paddington

ISSUE 16

November 2018

### WELCOME

Welcome to the 2018 autumn PPG Newsletter. We are delighted that the Patient Participation Group Network is growing in numbers and gaining strength. We now have over 20 PPGs represented at our Network. The PPG Network helps us to keep abreast with NHS changes locally, as well as allow us to share resources and good practice. We invite everyone to join our group and become a part of the wider patient's voice.



### PPG NETWORK MEETING 20 SEPTEMBER 2018

This time the discussions were focused on Urgent Care Review.

We invited the Head of Urgent and Intermediate Care from the WL Clinical Commissioning Group (CCG) to explain us what changes are happening right now and what is planned for the future.

#### Why change Urgent Care?

- The NHS England has issued guidelines about how Urgent Care should be transformed which in turn has an impact on London wide and borough wide changes to Urgent Care provision.
- The use of A&E and Urgent Care Centres (UCC) is increasing amongst all age groups.
- The attendance to A&E and UCC with low acuity conditions are also on the increase.

#### What is new?

- If you need to see a GP urgently but your GP practice is not able to help, NHS111 is now able to advise and, if necessary, to book a GP appointment either with your GP practice, at one of the Extended Hours GP Hubs or at the Urgent Care Centre

depending on your need.

- Extended Hours GP Hubs are based at St Charles Hospital in the north and the Violet Melchett Centre in the south. They offer GP appointments in the evenings 6:30-9pm and on the weekends 8am-8pm. Your GP practice or the NHS111 can book you an appointment if these times are more convenient for you or if you need to see a doctor urgently.
  - Walk-in Centres are being decommissioned England wide. The Half Penny Walk-in Centre has closed in March 2018. The next one to be reviewed is the Earls Court Walk-in Centre.
- #### What is coming up?
- The Urgent Care Centres (UCC) will change to the Urgent Treatment Centres (UTC). The new Urgent Treatment Centres will have access to simple diagnostics e.g. urinalysis, ECG and X-ray. It will remain a walk-in service.
  - Ambulatory Emergency Care (AEC) is the provision of same-day emergency care for patients who would otherwise be considered for emergency admission to hospital. AEC will

be available in hospitals 6 days a week. Only health professionals will be able to refer patients to the AEC.

#### What is not changing?

A&E will continue treating patients with life threatening conditions and receive patients from London Ambulance Service.

#### Key message

TALK BEFORE YOU WALK:

If you have an urgent health need and you cannot reach your GP, ring 111.

The second speaker of the day came from the **Healthwatch Central West London**. She presented the new project which assess how local primary care services meet urgent needs of families with children under the age of 7. The project will survey families and run consultation events to identify what works, what could be improved and how. The report will be published in February.

If your PPG would like to be part of the project and benefit from data results, please contact the project manager [Naomi.Line@healthwatchcentralwestlondon.org](mailto:Naomi.Line@healthwatchcentralwestlondon.org)

Tel. 020 8968 7049

## HEALTHWATCH CENTRAL WEST LONDON

### Your views on health and social care

Healthwatch Central West London is an independent charity and membership organisation working to ensure your voice counts when it comes to shaping and improving local health and social care services. We work across Westminster, Kensington and Chelsea and Hammersmith and Fulham boroughs.

Each year Healthwatch CWL have particular areas for each borough to focus on. In the last year we worked on issues like Charring Cross Hospital, Grenfell Tower, long term health conditions and the Half Penny Steps walk-in services.

Currently, we are refreshing our focuses for the coming year. We would welcome your views about which aspect of Health or Social Care in your view requires improvements and what it should look like.

You can send us an email, pick up the phone or tell us your story online.

[www.healthwatchcwl.co.uk/share-your-story](http://www.healthwatchcwl.co.uk/share-your-story)

After all, it is your collective feedback that enables us to inform and challenge those who design, commission and deliver the services you use.

You can read more about the Healthwatch CWL work on our website: [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)

## SELF-CARE SERVICES

### My Care My Way

Self-care services helps you stay as healthy and as independent as you can. It's about making small lifestyle changes that can have a big effect on your wellbeing. Services include physical and social activities, educational programmes for various health conditions, advocacy, befriending and much more. There are hundreds of services available to us to enjoy.

The Kensington and Chelsea Social Council created an online directory listing all the services. Follow the link to discover what they are:

[www.kcsc.org.uk/self-care-directory](http://www.kcsc.org.uk/self-care-directory)

You will find that some services are only available to people who are under *My Care My Way* programme. In this case your GP or the care manager can refer you to those services.

For more info go to [www.mycaremyway.co.uk](http://www.mycaremyway.co.uk)

## COMMISSIONING INTENTIONS

### West London CCG

At the last PPG Network Meeting we talked about the WLCCG Commissioning Intentions for Kensington & Chelsea and Queens Park & Paddington GP practices. Commissioning Intentions are linked to extra money for GP practices who sign up to deliver the work. PPGs are well placed to support their practices with some of this work.

**Support For Carer**—the PPG can link in with the local Carers Network to discuss how best to identify and support carers in their GP practice, the PPG can also display information about services for carers or run an information stall. Contact [Carers Network](#) for extra information.

**Asthma**—the PPG could organise an information session facilitated by the practice GP for parents of children with asthma.

**Frequent Attenders to A&E/UCC**—how could PPGs promote/improve access to GP services? Have a discussion with practice staff about why patients attended A&E/UCC or publicise alternative services available to patients: Extended Hours Hubs, NHS111, GP online access, telephone consultations.

These are just some thoughts that may work for your PPG. No doubt, you will have other brilliant ideas. Please share with us examples of your work.

## HEALTH HELP NOW

### NHS app for your phone

The Health Help is and NHS approved patient app which is designed to help patients find the right health and care services at the right time.

It is free to download and is currently available on Apple and Android.

Go on *AppStore* or *Google play* to download it.



## NEXT PPG NETWORK MEETING

**DATE:** Tuesday 27th of November 2018

**TIME:** 10:30am – 12:30pm

**VENUE:** The Freeman Suite, Kensington Town Hall

**BOOK:** please contact Odeta at Healthwatch CWL

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