

Patient Participation Group (WMC-PPG)

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PPG report 2016-2017

I am pleased to highlight some of the areas in which your PPG has been active during the past year. There is a strong bond with the professional team at both surgeries with a reciprocal appreciation of the value of patient involvement. The partners in the practice, our doctors, want the word 'Participation' in our title to mean just that, to give patients a voice in how the services provided can be managed in the best interests of all parties.

The PPG committee meets formally three times during the year, with constant liaison between meetings. The Newsletters, with practice news, staff profiles and minor ailment advice, have been well received. Each year we hold a meeting that is open to all patients; the next one is on Thursday 9 March 2017, 6.30 pm at the Burnt Oak surgery and we hope you will come along to participate and help us develop. If you cannot attend but would like to take part in our activities, please send me an email.

The NHS is stepping up the requirement for practices to engage with patients and I commend the WMC website where PPG activities can be followed through minutes and reports: www.watlingmedicalcentre.co.uk By criteria set out by Healthwatch, the WMC website compares very favourably with those of other surgeries. We are looking to assist the practice to update and generally improve it further; please take time to visit and give us your feedback. It is a mine of useful information and considerable practical suggestions, including self help advice. More and more patients are using the resource for guidance as well as for booking appointments and ordering prescriptions; you can also view part of your medical record when logged in. Appointment bookings on line are 'real time', so patients can see and accept the same vacancies as receptionists and call operators.

Early in the year, Practice Manager Kiran Bakhshi gave in her notice as she was moving away from London for family reasons. Kiran had been instrumental in advancing the close relationship between the practice and the PPG and we wish her well in her new environment.

We welcomed our new Practice Manager, Sanja Todorovic, in June. Sanja has worked in the NHS since 2006, first as a part of Central London Practice Based

Commissioning and, for the three years before joining WMC, as a Practice Manager in West London. Sanja is a firm believer in the value of a strong PPG and has developed an excellent rapport with our members.

For the recruitment process that lead to Sanja's appointment, the partners invited me to join the interview panel, illustrating beyond doubt the value they place on input from their patients. This openness of management was demonstrated again in December when the partners held an 'away day' to consider future plans for the service, to which they invited several members of the non-clinical staff and again included me.

The practice was inspected in July by the CQC (Care Quality Commission) - CQC monitors, inspects and regulates health and social care services, a sort of NHS equivalent to OFSTED. This was a rigorous and wide ranging inspection that included three of us from the PPG committee being interviewed. Final ratings come under the headings of whether the services are safe, effective, caring, responsive and well-led, with the overall outcome being good. The full report can be seen on the WMC website.

A growing part of the Wellbeing services has been the recruiting of Health Champions from among patients. Their role is to support some of the social aspects that affect individuals and signpost them to organisations and services which can assist them. Health Champions are not medically trained, but are given specific training and support within the practice under the leadership of Nurse Practitioner Paula McLaren. That enables them to support the work of the GPs, Nurses and other practice staff by offering patients the opportunity of help with non-medical problems that might otherwise impact on their health. The scheme is very successful so more Health Champions are needed; if you have the inclination and some time to spare to volunteer, please call the surgery or email to wmc.ppg@nhs.net



Hugh Ogus
PPG Chairman
March 2017