

Patient Participation Group (WMC-PPG)

Web: www.watlingmedicalcentre.co.uk

email: wmc.ppg@nhs.net

PPG report 2018-2019

I am pleased to present my report for the past year, during which we have continued to enjoy a close rapport with the professional team at both surgeries. As stated many times, the PPG is a conduit for ideas to flow in both directions; having patients involved in consultations about the range and quality of services provided and commissioned by the practice benefits us all.

The committee, elected at the AGM, meets at least 3 times during the year and members liaise and maintain frequent contact with the Practice Manager between meetings. The AGM, this year on Thursday 7 March, is open to all as is the meeting that follows immediately after it, which is your opportunity to make your voice heard. If you cannot attend but would like to take part in PPG activities, please send me an email.

We discuss many topics and the practice is very open in providing information on matters that may affect the service provisions, either through NHS directives or by internal changes. PPG responses and assistance can support improvements and benefits.

The practice was the subject of a CQC (Care Quality Commission) inspection in June. (This is the medical equivalent of the Ofsted inspection in schools, with which many will be more familiar.) There is little warning given and this was a very full visit, lasting all day across both sites, including interviews with the Partners, Practice Manager, nurses and many other staff members. Involving patients in service matters, usually through a PPG, is an NHS prerequisite and the practice is evaluated on this too, so members of the PPG are also interviewed. Inspections are always stressful but the outcome relieved the stress with an assessment of 'good' in all areas. We know this anyway about our practice but an objective view from an outside consultancy is a satisfying confirmation.

A bumper edition of the Newsletter was issued in the spring; we called it a Newsletter Compendium because it ran to 12 pages compared with the usual 2 or 4.

Designed as a booklet full of useful information, it included a directory of local services – pharmacies, hospitals, emergency etc. – self-help guidance and profiles of your doctors and other members of staff. Printed copies were available in the waiting rooms and in some local pharmacies; it can be read on the WMC website and pdf versions were emailed to all patients for whom the practice holds email addresses. Please ensure that the practice has your current email address, as well as your mobile phone number; email or text are the normal means of communication, yet fewer than half our patients have given these details to the practice.

The PPG network that started with a few local practices has now blossomed to be a pan Barnet network, known as BPPN (Barnet Patient Participation Network). It has become an important forum for exchange of views and information between PPGs themselves, Healthwatch and the CCG (CCG = Clinical Commissioning Group, the NHS body that commissions and pays for the medical services supplied by GP practices, hospitals and other providers.) I chair the 3-monthly meetings that are usually attended by representatives of patients and managers from at least 15 practices as well as officers from CCG and Healthwatch. Note that this is the Barnet Network because our controlling surgery at Burnt Oak is under the jurisdiction of the Barnet CCG. London Road surgery in Stanmore is in Harrow, so your PPG is also a member of the Harrow Patient Participation Network, HPPN.

The Science Museum, South Kensington, is developing a new Medical Gallery to take up a large area of the first floor. Due to open in the autumn, the exhibition will be the largest display of medical artefacts in the UK, mainly from its own collection and that of the Wellcome Foundation. The gallery will contain an area focussing on the history of the NHS (70 years old last year), for which I have been part of a small committee. There will be some short feature films, mainly interviews, some of the filming having taken place at our Burnt Oak surgery.

A handwritten signature in black ink, appearing to read 'Hugh Ogus', with a long horizontal flourish extending to the right.

Hugh Ogus
PPG Chairman
March 2019