

PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

February 2020– Issue No 25

email: ealccg.ppe@nhs.net

web: www.ealingccg.nhs.uk/get-involved/patient-participation-groups

NEWS

Northolt Primary Care Network (PCN) Away Day

Northolt Primary Care Network (PCN) held a launch event on 6 February 2020. This was an opportunity to bring all the partners together and in addition, the newly formed Northolt PCN Patient Participation Group (PPG). The PPG members were welcomed as an equal and critical part of the PCN in Northolt and had an opportunity to feedback on the development of the PCN. PPG members felt that the next critical step was to create clear communications and awareness of what the PCN was about and what the PCN is looking to achieve. The PCN is committed to writing up the outcomes of the day and will share with all attendees.

Primary care networks – key to the future

- Primary care networks are small enough to give a sense of **local ownership**, but big enough to have **impact** across a 30-50K population.
- They will comprise groupings of clinicians and wider staff **sharing a vision** for how to improve the care of their population and will serve as **service delivery units** and a **unifying platform** across the country.



www.england.nhs.uk

Dementia Concern and the Carers' Pathway Partnership

Short Breaks and Befriending Services

For 38 years, Dementia Concern has been providing specialist support to people living with Dementia and their carers in the London Borough of Ealing. Alongside our range of Dementia-specific services, we work with 5 local partner charities to deliver a Carers' respite service for people being cared-for over 50.

The partnership offers a range of services to meet the client's needs. These include both free and paid-for options. For example, trained volunteers can visit the cared-for person in their home and deliver a free befriending service, allowing the carer to have a regular weekly break. This would be suitable for clients who don't require personal care and could be comfortably left alone with a volunteer. For clients with higher care needs, we also offer a range of options including sit-in services with care attendants and day-care services.

Anyone can refer into the partnership, so if you're someone who cares for someone over 50 and in need of a break or know someone who is then please contact the Carers' Trust. This partner charity can tell you more about each of our options and offer initial assessments that will help you find the service that's most suited to you.

Please call the Carers' Trust on 020 3137 6194 to find out more or email ealing@carerstrustthames.org.uk to request a referral form.



Language Line Solutions (LLS), Recruitment of the interpreters

As of 16 March 2020, all interpreting and translation services across the CCG will be provided by LanguageLine Solutions (LLS).

In order to encourage continuity of service for patients, LLS is offering Face-to-Face Interpreters currently working in the practices the opportunity to become LLS interpreters.

The languages currently needed at the LLS are:

Albanian

Arabic

British Sign Language (BSL)

Farsi (Persian)

Kurdish Sorani

Mandarin Chinese

Nepalese

Polish

Punjabi

Somali

Spanish

Urdu

INTRODUCING OUR PPGs

Acton Town Medical Centre PPG

Acton Town Medical Centre PPG was first created in 2014. Patient Participation Group (PPG) was also known as Patient Reference Group (PRG). This PPG was created by patients, doctors, members of the staff. They advertised the recruitment in their surgery (posters and leaflets) and as well on their website. They still advertise their Patient Participation Group (PPG) among their patients, as they would like to recruit new members from different backgrounds.

Each PPG member gets involved in different programmes at the practice.

The PPG demonstrates a commitment to delivering results that would be beneficial to all patients and the practice. For example, one PPG member suggested for the surgery to have a

“Calling System” in reception area which the practice successfully installed.

GET INVOLVED!

Improving experiences of cancer care for people from black and minority ethnic backgrounds

People from black and minority ethnic (BME) backgrounds who have received treatment following a diagnosis of cancer have been telling us how we could improve their experience of care. In his blog, Peter Williamson, Senior Insight Manager for NHS England and NHS Improvement, describes this project and highlights three short training videos we have published to help the NHS improve how it communicates, preserves people’s dignity and avoids bias.

[The National Cancer Patient Experience Survey](#)

is still open. We encourage NHS patients from a BME background, who have been invited to complete the survey after treatment as an inpatient or day case in an acute or specialist NHS hospital between April and June 2019 after a primary diagnosis of cancer, to take part. They are under-represented in responses.

Find out how anyone can give feedback on their cancer care on our [survey website](#)



Prospects Supported Internships for young people

From September 2020, Prospects are offering 3 supported internships; 2 retail supported internships based in the Pavilions shopping centre (Uxbridge) and St Ann’s/St Georges shopping centres (Harrow) and 1 hospitality supported

internship at the Copthorne Tara Hotel (Kensington). They are also in discussion to run supported internships in Greenwich, Havering and Bexley (to be confirmed). Placement options include customer care, hospitality, concierge, catering and warehouse work. All Prospects Supported Internships are employer 'hosted' and apprentices will get experience of real life work places, develop skills and learn how to work with people. They will gain confidence, work-based skills and increase their chances of finding full time paid work.

A dedicated tutor and job coach will support them every step of the way. They will also help find a paid job at the end of the internship. Prospects Supported Internships are employment focused programmes supporting young adults aged 18-24 with a learning disability and Education Health and Care Plan (EHCP) to gain employment. Places on the Prospects Supported Internships in Harrow, Hillingdon or Kensington are very limited. Apply now by emailing or calling:

Saimmah Ali: 07714 736748
Elizabeth Ajewole: 07920 273586
supportedinternship-london@prospects.co.uk

For more information on other supported internships run by Prospects Services including Bexley, Havering and Greenwich please call the numbers above.



HEALTH CAMPAIGNS

March 2020

13 March "No Smoking Day"

No smoking day is to encourage and support smokers to quit the habit.

13 March "World Sleep Day"

World sleep day promotes important issues related to sleep, including medicine, education, social aspects and driving. The aim is to lessen the burden of sleep problems on society through better prevention and management of sleep disorders.

16-22 March Nutrition and Hydration Week

This global movement aims to focus on nutrition and hydration as an important part of quality care, experience and safety improvement in health and social care settings.

20 March World Oral Health Day

90% of the world's population will suffer from oral diseases in their lifetime and many of them can be avoided with increased governmental, health association and society support and funding for prevention, detection and treatment programmes. World Oral Health Day offers the dental and oral health community a platform to take action and help reduce the overall disease burden.

EVENTS, CONFERENCES, WORKSHOPS, SEMINARS

Southall Connect

SOUTHALL CONNECT IS FUNDED BY **Ealing** clinicalcommissioninggroup.nhs.uk

FREE Support and Activities for Southall Residents

Southall Connect will help Southall residents connect and make new friends through regular and shared activities, dealing with the isolation and loneliness that many of them encounter.

What do we offer

- Keep Fit / Exercise Classes •Health Workshops
- Falls Prevention Support •Film Shows •Community Forums
- Trips / Visits •Self-Care information and much more

Southall Community Alliance
Southall Town Hall, High Street, Southall, UB1 3HA

Tel: 020 8574 8855
Email : southallcommunityalliance@hotmail.com
website : www.southallcommunityalliance.org

Ealing Parent and Carer Forum (EPCF) - Parent Support Sessions in Community Languages

The Ealing Parent & Carer Forum and their partners (CONTACT, ISAID and P.E.S.T.S) have organised multiple parent support sessions for parents and carers speaking particular community languages. These sessions will be an opportunity to meet other parents in the same situation and get some information on support services in your own language.

Dates are below:

Punjabi speaking:

Wednesday 5th February 2020
Ealing office
St George's Community
10am-12pm

Somali speaking:

Friday 20th March 2020,
Lido Centre,
63 Mattock Lane, W13 9LA,
10am-12pm

For more information, please contact
info@epcf.org.uk

WOULD YOU LIKE MORE INFORMATION?

Parkinson's UK Newsletter
February 2020 edition (attached)



Parkinson UK
February 2020 Newsle

National Association for Patient Participation (NAPP)

<https://www.napp.org.uk/>

Abbreviations

BAME-Black and Minority Ethnic Community
BSL-British Sign Language
ECCG-Ealing Clinical Commissioning Group
EPCF-Ealing Parents and Carers Forum
GP-General Practitioner/General Practice
NAPP-National Association of Patient Participation
NHS-National Health Service
P.E.S.T.S- Parents of Ealing Self-help Training Scheme
PCN-Primary Care Network
PPE-Patient and Public Engagement
PPG-Patient Participation Group

WE WANT TO HEAR FROM YOU!

[If you have any ideas, suggestions or comments on the newsletter](#)

[Please send your contributions to our new email address](#)

Ealccg.PPE@nhs.net

Previous editions of the newsletter can be found on our website

<https://www.ealingccg.nhs.uk/news.-publications-and-policies/publications.aspx?n=6363>