

PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

June 2020 – Issue No 28

Email: ealccg.ppe@nhs.net

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

NEWS

Personal Protective Equipment (PPE) when you visit hospitals in NW London

Following recent announcements by the Secretary of State for Health and Social Care, from Monday, 15 June 2020 London North West University Healthcare NHS Trust will be implementing new measures on the use of face masks and coverings in hospital.

As part of the measures, visitors and patients coming to hospital for planned and outpatient care will need to wear face coverings when in the hospital setting to reduce the risk of spreading coronavirus to other patients and staff.

Face coverings can be made of cloth and be reusable in line with government guidance on the use of face coverings for public transport. Face coverings worn as part of religious beliefs or cultural practice are also acceptable, providing they are not loose and cover the mouth and nose.

People who do not bring a face covering with them when attending hospital will be provided with one by the trust. Some patients who are currently shielding have also been provided with a surgical face mask for necessary in-person appointments.

Wearing a face covering may be difficult for some people due to physical or mental health conditions. In these instances, other measures will be considered on a case-by-case basis, for example, timed appointments and being seen immediately on arrival.

We understand that the use of face masks by clinical staff can be challenging for patients who

are deaf or hearing-impaired. Where possible, clear masks will be used by clinical staff to communicate with these patients, or alternative communication techniques employed such as the use of visual aids like writing things down, speech to text apps, and sign language.

All staff in clinical and non-clinical roles will also wear face masks when not in clinical environments that require PPE as part of the new measures, including staff only and public areas.

These recommendations have been made in addition to existing national COVID-19 IPC guidance and other measures to reduce transmission risk such as hand hygiene and social distancing.

Patient and staff safety continues to be our number one priority. We believe these measures for staff and patients will help to reduce the risk of nosocomial transmission of COVID-19.



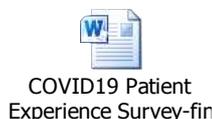
Ealing CCG COVID-19 Patient Experience Survey

Ealing Clinical Commissioning Group (CCG) is committed to capture patient experiences about the health services we commission. This is an integral part of Ealing CCG engagement activities and is conducted by the Ealing CCG Patient and Public Engagement Team. The main aim of the survey is to ensure patients and service users have the opportunity to give their views on their experiences during the COVID-19 pandemic and to ensure these views are used to improve patient care in the future.

It is a statutory requirement for all NHS and Social Care (Children and Adult Social Services) organisations to engage with patients and the public on an individual or collective basis.

This survey is anonymous. However, if you would like to receive the results of the survey, please write your name and contact details at the end of the survey.

Thank you for your participation.



Recruiting for testing on the upcoming Under 16s Cancer Survey: NHS England and Improvement

THE NHSEI Insight Feedback Team are now recruiting children who have had cancer or tumour care, and parents, to help test questionnaires that are in development for new Under 16 Cancer Patient Experience Survey. This will help ensure that the questions make sense to people and are asked in the right way.

Please help to promote this opportunity to help shape the future survey by sharing the information with local networks and also via social media (using the attached social media advert), or by displaying the attached poster.

All participants in the questionnaire testing will receive a £30 gift voucher.

For more information or to take part:

Call Juan or Amy at Picker Institute on +44 (0) 800 197 5273 (Mon-Fri between 9am –5pm)

Email: take_part@PickerEurope.ac.uk, stating: 'Children's cancer and tumour survey interviews'. For more information, go to <https://www.picker.org/share-your-experiences-of-childrens-cancer-care/>



Ealing Together

Are you self-isolating due to COVID-19 and need food or additional support?

Worried by a sudden change in your financial circumstances, would like to volunteer or make a donation?

Call the Ealing Together helpline 0208 825 7170
The helpline is open 9am-5pm Monday-Friday and 10am-4pm Saturday and Sunday.

If you can't get through straight away, please keep trying, as they will help you. Alternatively show Ealing Together leaflet (attached) to a neighbour and ask them to call on your behalf.

For more information please visit the website www.ealingtogether.org



The Afghan Family Support Project Ealing

The Afghan Families Project provides support to families from the Afghan community within the London Borough of Ealing. They understand that a loving family environment provides a foundation for all family members to do well in all areas of life. However, many families will face difficulties at some point in their life; they understand that sometimes family pressures can make it difficult for people to manage without the right support and guidance. The project staff can support families for at least six months to help empower parents to have more positive relationships with their families, improve communication and develop good parenting strategies.

They are a part of Family Lives. This project provides a culturally sensitive service and support families facing a variety of problems, they have a team of specially trained befrienders with the knowledge and experience of family related matters. They will provide emotional support, reduce isolation and aim to enable individuals from the Afghan community to access our support, a wide range of craft activities, or parenting programs.

For more information about the project, please contact

Navida Sayed, Family Support Coordinator
Afghan Families Project, Ealing
Direct Line: 07587 373436
Email: NavidaS@familylives.org.uk



LIFELINE: Ealing Mencap

LIFELINE has been set up by Ealing Mencap to ensure that every disabled person and those who care for them have professional support in order to reduce the sense of feeling alone and without help.

They can call LIFELINE if they need someone to talk to on 0208 5669575 anytime between 9am and 5pm, Monday to Friday or email info@ealingmencap.org.uk



LIFELINE Postcard
(1).pdf

HEALTH CAMPAIGNS AND AWARENESS DAYS

July 2020

'Talk To Us'

Samaritans annual awareness-raising campaign (1-31 July)

Samaritans are challenging the UK to become better listeners by sharing expert tips on how to be a better listener. Throughout July, Samaritans branches are also holding events throughout the UK and Ireland to raise awareness of the services they offer in their local communities.

More information on www.samaritans.org

**Sarcoma Awareness Month
1-31 July**

**National Bereaved Parents' Day
3 July**

**World Population Day
11 July**

WOULD YOU LIKE MORE INFORMATION?

National Association for Patient Participation (NAPP)

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

Parkinson's UK June Newsletter and Q and As COVID-19 booklet



Parkinson's UK June 2020 Newsletter.pdf



Parkinson's and Coronavirus - your q

Ealing and Hounslow CVS

Please follow the link below where you will find the latest edition of the Ealing and Hounslow CVS COVID-19 e-news.

<https://mailchi.mp/3d4525781042/ealing-covid-19-eneews-19th-june?e=afc2e80029>

Centre for Armenian Information and Advice (CAIA) June 2020 Newsletter

<https://mailchi.mp/1549d40dca0b/7c6gkylzxn-4109305?e=b74062a8f4>

Southall Community Alliance 50th edition of the newsletter



Newsletter 50 SCA
Newsletter June 2020

Abbreviations

CAIA: Centre for Armenian Information and Advice

ECCG: Ealing Clinical Commissioning Group

GP: General Practitioner/General Practice

NAPP: National Association of Patient Participation

NHSEI: National Health Service England and Improvement

PPE: Patient and Public Engagement

PPE: Personal Protective Equipment

PPG: Patient Participation Group

CVS: Community and Voluntary Service

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>