

Welcome to the December 2024 Sands End Health Clinic Newsletter. We're covering here the busy second half of the year with the Healthwatch Survey in, the South Fulham Primary Care Network (of which SEHC are part), the Integrated Care Board Access Hub initiative, and the 23/09/24 PPG meeting.

Preparation is now underway for the January 2025 PPG meeting to be held week commencing 20/01/24, look out for the meeting details over the next 2 weeks.

Stop Press

Flu Hospital admissions are significantly up: Are you up to date with your flu vaccinations?

- All eligible SEHC patients were invited to receive the vaccine but not all have taken it up.
- SEHC can still do them while stocks last and/or remain in date, after which you will need to obtain via pharmacies, **still free if you are eligible under the NHS.**

Covid: NHS Covid vaccinations are not provided by GP surgeries, they are available at pharmacies.

- These were free to eligible patients, as advised by SEHC, up to 20/12/24.
- Since 20/12/24 Covid vaccinations are still available from pharmacies but on a paid for basis.

Other, e.g. Shingles: If SEHC have notified you to say you are eligible for a vaccine, please do take it up.

Note: If you are concerned about a vaccine, please discuss it with your GP or call 111, do not ignore it.

1. Healthwatch Survey.

- *Healthwatch Hammersmith and Fulham* are our local Health and Social care champions. Their **2023/24 Report** was attached to the September PPG Meeting report issued to SEHC patients, and is also attached to this Newsletter for your reference. Please read for detail.
- In June 2024 Healthwatch H&F held a survey covering all their 5 PCNs to help determine improvements. SEHC is part of South Fulham PCN, we were surveyed on 18/06/24. The **Survey Report** was attached to the September Meeting report issued to SEHC patients, and is also attached to this Newsletter for your reference. Please read for detail.
- H&F PCN summary highlights are:
 - Across the H&F 27 GP practices there were 364 reviews: 77% Positive; 6% Negative; 16% Neutral.
 - SEHC Access highlights (out of 4): Getting appointment 3.0; Phone contact 3.0
 - SEHC Quality (out of 5): Tele consultations 3.6; Online consultations 4.1; Staff attitude 3.4; Treatment and care 4.3.

- Note from Sands End: unfortunately our website does not support the attachments. Please let the reception team know. We can email or print them out for you.

2. South Fulham Primary Care Network (SFPCN)

- Some videos describing SFPCN have been published on YouTube, please see links below: [About South Fulham PCN](#) ; [Frailty Care Coordinator](#) ; [Social Prescribing Link Workers](#) ; [PCN Clinical Pharmacists](#) ; [First Contact Physiotherapist](#)
It is hoped in due course these will be available on SEHC TV screens and websites.
- Further videos are planned for the New Year, these will detail PCN: Paramedic service; Dietitian service; eHub (PATCHS) service.

3. Integrated Care Board (ICB) Access Hub initiative.

- First of all, thank you every one who responded to the SEHC request to participate in the October survey and then the follow up Focus Groups 20 and 21/11/24.
- SFPCN is collating the Focus Group outputs for submission to the North West London ICB for funding, a detailed update is expected to be issued in January (hopefully in time for our PPG meeting w/c 20/01/25).
- SFPCN will then aim to notify patients and PPG members of next steps throughout 2025.
- SFPCN also passed on their thanks to SEHC patients who completed the PCN survey and/or attended the focus groups. They added that our SEHC input is invaluable in shaping how to enhanced the ways patients can access their GP practice going forward.

4. SEHC September PPG Meeting

- The September PPG meeting was held 23/09/24. Unfortunately I was delayed in issuing the meeting report until December, my sincere apologies for this.
- The meeting was attended by SEHC/Dr Jewels; Lais Lopes; Joanna Cowper, and 16 registered patients (including me as Chair).
- Focus area for the meeting was **Effectiveness** with the very useful debate led by Dr Jewels.
- **Effective**, means: that peoples care, treatment and support achieves a good outcome; promotes good quality of life; is based on the best available evidence.
- The important elements for patients are that they:
 - Can get information and advice about their health, care and support so they can be as well as possible - physically, mentally and emotionally.
 - Are told about current good practise that is relevant to their care and are involved in how this is reflected in their care plan.
 - Understand their rights around consent to the care and treatment they are offered.
- During the discussion 2 patients raised cases where continuity in their investigations and/or treatment was not as effective as it should have been. These have subsequently been addressed.
- You can sign up to the PPG and see the full meeting report from the September 2024 PPG meeting on the practice website: <https://www.sandsendhealthclinic.nhs.uk/about-us/>.

5. January 2025 PPG Meeting

- Preparation is now underway for the January 2025 PPG meeting, Focus Area will be **Caring**.
- The meeting will be held week commencing 20/01/24, look out for the meeting details over the next 2 weeks.
- We will endeavour to include all agenda suggestions but if this is not possible due to time constraints, the PPG will advise how best to and/or assist to take the other matters forward.

**Wishing you all joy and good cheer throughout the holiday season.
Merry Christmas and a happy new year!**