

Further to the May 2024 Sands End Health Clinic PPG meeting, welcome to this first Sands End Health Clinic PPG Newsletter.

The PPG Newsletter will be issued quarterly and contain topics of interest to us patients e.g.:

- Summary of upcoming Health notices (such as vaccination alerts) that are also subject to direct notification from Sands End Health Clinic
- Notice of the quarterly PPG meetings that all can attend on line or, subject to space availability, in person. The next PPG is being held evening of 16/09/24 and will be subject of Sands End Health Clinic invitation.
- Updates to matters discussed/action points from the previous PPG meeting(s).

This inaugural PPG Newsletter will explain what the PPG is, how it works and provide an update from the May PPG meeting.

You can sign up to the PPG and see the full meeting report from the May 2024 PPG meeting on the practice website: <https://www.sandsendhealthclinic.nhs.uk/about-us/>.

1. Where Sands End Health Clinic fits within the NHS

Sands End Health Clinic is part of the South Fulham NHS Primary Care Network (PCN).

A PCN is a group of GP practices working closely together, aligned to other health and social care staff and organisations, providing integrated services to their local population. A PCN covers a patient population, of 30,000 – 50,000 patients.

In Hammersmith & Fulham there are 5 PCNs. Ours, South Fulham PCN, has 7 practices of which Sands End is the largest with some 12,000 patients. The other practices in the South Fulham PCN are Ashville; Cassidy Medical Centre; Fulham Cross Medical Centre; Lilyville Surgery and Palace Surgery.

2. Patient Participation Group (PPG)

The NHS requires every practice to have a PPG. A PPG is a group of people who are patients of the practice and want to help it work as well as it can for patients, doctors and staff.

Why should we join the PPG? You have been to the surgery as a patient, parent, carer or friend. Your experiences matter and you can bring different ideas to the surgery to help it treat patients better or to improve what we do in some way.

How often does the Patient Participation Group meet? We meet for 1 – 2 hours at the surgery and/or online depending on numbers and your convenience. **The Care Quality Commission (CQC)** requires that the PPG show adequate engagement; therefore, we aim to meet at least 4 times a year.

When the CQC come to inspect GP practices, they have 5 focus areas to decide if the service is: **safe; effective; caring; responsive; well-led**. At least one of these CQC focus areas will be on the agenda and discussed at each PPG meeting as well as other important matters raised by the GP practice and/or us as patients when setting the PPG agenda.

We will meet generally once a quarter: October (but September this year) featuring CQS **Caring**; January (not December due Christmas)/**Responsive** and **Well Led**; April/**Safety**; June/**Effectiveness**. Two weeks before each PPG the surgery will send invites to attend and request agenda suggestions. 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.

3. Update from 08/05/24 Sands End Health Clinic PPG (Full Meeting Report on practice website).

Action Point year/No	PPG Meeting/ Ref	Item	Responsible/ Deadline	Status	Comment
24/001	May 24/1.3	Determine PPG meeting format and schedule	Patient Experience Coordinator/PPG Chair by 24/05/24	Completed 22/05/24	Incorporated in PPG July 24 Newsletter.
24/002	May 24/3.1	Reception Privacy: Improve Audio arrangements so patient details are not easily overheard	PPG Chair by Sept 24 PPG meeting	At 01/08/24 Ongoing: Practice will purchase suitable equipment, PPG Chair investigating	
24/003	May 24/3.1	Reception Privacy: Arrange room and appropriate signage for private conversations.	Patient Experience Coordinator by 21/06/24	Completed 21/06/24	Poster on the reception screen/reception team advised
24/004	May24/3.2	Continuity of Care: Provide GP Service Overview	Patient Experience Coordinator by 21/06/24	Completed 21/06/24	Staff information available on the waiting room and the website / Care Nav and reception instructed to ask patients if they

					have a preferred clinician
24/005	May 24/4.4	CQC Healthwatch Survey: Advise Practice patients when survey details are known so they can participate.	Patient Experience Coordinator /as soon as CQC release details (usually one week in advance).	Completed 13.06.24.	Survey held at surgery 18/06/24 Lais, check future dates
24/006	May 24/4.5	Prepare inaugural PPG Newsletter	PPG Chair by 15/07/24	Completed 05/08/24	Edited by Patient Experience Coordinator

Finally – a word from the practice!

IF YOU HAVE AN APPOINTMENT BUT CAN'T ATTEND, PLEASE LET US KNOW AS SOON AS POSSIBLE.

Missed appointments prevent us from seeing other patients who need our help.

PLEASE LET US KNOW IF YOUR PLANS CHANGE.

Flu season

Sands End will start flu clinics towards the beginning of **October**. Eligible patients will be invited via text message.

**‘JUST’
THE FLU?**

NHS

Please note, we can only vaccinate patients who are eligible under the NHS. Anyone who doesn't fit NHS criteria can still have to the vaccine by visiting their local pharmacy. More information on eligibility and appointments will be available closer to the time.

<https://www.nhs.uk/conditions/flu/>

Please see below a table of Facts and Fictions about the flu jab published by the NHS.

FICTION

The flu jab gives you flu.

FACT

The flu jab cannot give you flu as it doesn't contain any live viruses.

FICTION

A healthy diet and vitamin C will prevent flu.

FACT

Flu is a virus and can affect anyone, no matter how good your immune system is.

FICTION

The vaccine does not work, I still got flu!

FACT

Over the last ten years, the vaccine has provided good coverage against flu and it is still the best way to fight flu this winter.

FICTION

I've never had flu so I'm not likely to get it.

FACT

The flu virus mutates so you need to be vaccinated yearly for protection.

FICTION

The vaccine is not safe.

FACT

The vaccine is well tested and has an excellent safety record.

FICTION

I'm not in an at risk group.

FACT

Anyone can get flu and pass it on to vulnerable groups – even with no symptoms.



Next PPG meeting: In-person - Wednesday the 24th September at 5 pm

Where: Sands End Health Clinic

Agenda: CQC Item – Effective: your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

Please let us know if have any topics you would like to discuss, we will do our best to include them on the agenda.

Notice: Please let contact the surgery to confirm your attendance or you may not be allowed in as we have limited space.

Thank you for reading our very first PPG newsletter!

Sands End Health Clinic