



Lambeth  
Patient  
Participation  
Group  
Network

**LPPGNews**

## October Newsletter

### Network update



Our September Network meeting gave Patient Participation Group members and practice staff the opportunity to network and share good practice. Discussions focused on what is a PPG, motivating patients to join a PPG and working in partnership with GP practices.

[Read more](#)

### Does your GP practice have a PPG?



Did you know that patients can work with their GP practice to improve the service, whether it be holding a health and wellbeing information day or making changes to the appointment booking system?

Sounds good to you? Then why not find out if your GP practice has a Patient Participation Group (PPG) that you can join? If they have not then go ahead and ask your practice why not. Remember the Network can support you and your practice to start or help develop a PPG.

Patient participation is part of a GPs core contract and each practice is required to establish and maintain a PPG. The PPGs in Lambeth may operate differently but one thing they all have in common is that they have a voice and can help identify and support improvements within practices.

Find out how we can support you and your GP practice by contacting us on **020 7326 1586** or email: [info@lppgn.org.uk](mailto:info@lppgn.org.uk)

## GP online services

### For PPGs: Supporting patients to sign up to GP online services



The Network is actively working to support patients to register to use online services.

Patients that sign up to the GP online services will be able to use a website or app to book or cancel appointments online, order repeat prescriptions online, view parts of their GP record and clinical correspondence

such as hospital discharge summaries, outpatient appointment letters and referrals letters. The service is free and available to everyone who is registered with a GP.

We can support your PPG to help patients to register. By providing equipment for use in practice waiting areas, to providing information about the benefits for patient using online access services.

GP online services posters, pull up banners and leaflets are available which can be displayed in the practice or you might wish to hold an information and registration event in your practice, where you can give them hands on support.

Valley Road Practice PPG helped to increase the number of patients registered for GP online services. The practice invited patients via text messages to events where PPG members were on hand with laptops and tablets to guide patients through the process. The GP practice saw a 10% increase in registrations.

For PPGs that are interested in finding out more about GP online services, NHS England are running free 60 to 90 minute webinars.

You will need a phone and a computer to take part in the webinar and once you register with NHS England, they will give you information on how to set the webinar up.

The webinars take place on the following dates and you will need to click on the link to confirm your place.

[Monday 26 November 2018 - 13.00 - 14.00](#)

[Wednesday 12 December 2018 - 10.00 - 11.00](#)

If you are interested in finding out more about how the LPPGN can support your PPG with GP online services then please contact Cheryl on **020 7326 1586** or email: [cherylalfred@lppgn.org.uk](mailto:cherylalfred@lppgn.org.uk)

## For patients: Sign up to GP online services



Your GP patient participation group can help you sign up to GP online services. When you sign up you will be able to use a website or app to:

- book or cancel appointments with a GP or nurse
- order repeat prescriptions online
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results
- view clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral letters

The service is free and available to everyone registered with a GP. To register to access GP online services you need to take photo ID (i.e. passport or driving licence), proof of address (i.e. utility bill) to your GP practice, and tell them you want to register for GP online services. You will be given a letter with your unique username, password and instructions on how to register and log into the system.

If you need help registering and logging on to any of the GP online service website or apps that the practice offers you, then why not ask a member of your patient participation group to help. If you need help getting in contact with them, then please call us on tel: 020 7326 1586 or email: [info@lppgn.org.uk](mailto:info@lppgn.org.uk)

[Watch videos about using GP online services.](#)

## We are 336 – Open Door Event



On 27<sup>th</sup> September, We Are 336 opened its doors to the community to highlight that it is the largest disability hub in London.

It was an opportunity for the 17 charities with offices in the building to showcase their work, the services and to make connections.

The Network had a stall and staff were kept busy throughout the day talking to people about PPGs, their importance, work and achievements, as well as making new connections with organisations and individuals. Staff also gave a short presentation during the event.

Some of the feedback received from attendees who talked to the staff included:

“I didn’t know every practice is supposed to have a PPG. I’ll be asking about mine, next time I go to the practice, as there is no information about it anywhere.”

“I just moved into the area and have to register with a practice and really want to get involved with the PPG.”

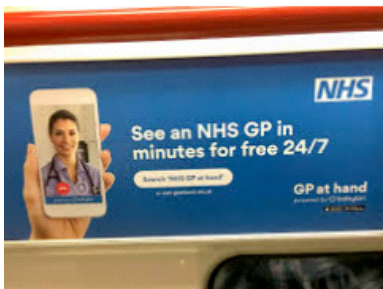
“I have no problem getting appointments at my practice, the receptionist is very friendly. I do not speak much English, but I have no problem with the clinician, they always listen.”

“I don’t know how to get an urgent appointment at my practice. Who can tell me about that?”

Organisations housed within 336 are already talking about holding another event in 2019, so watch this space as plans develop, as it provides a good platform to raise awareness about the Network and PPGs in Lambeth.



## GP at Hand adverts



Babylon's GP at Hand adverts have been banned by the advertising watchdog for not making it clear to patients they would be giving up their existing GP practice registration. (Pulse 3 Oct).

Over 40,000 patients across London have signed up to the online GP service app since it went live last November. A report from the NHS Lambeth Clinical Commissioning Group (CCG) Primary Care Commissioning Committee states that from February 2017 to July 2018, 2,300 patients switched from a GP practice to GP at Hand and then 669

switched back to a GP practice.

A breakdown of switchovers per practice reveals that GP practices based in areas with a younger, professional working population, for example Clapham, Vauxhall and Waterloo, had the most patients registering with GP at Hand.

The Advertising Standards Authority (ASA) has banned the company's adverts for 'misleading' patients. The ASA said eight complainants, including a GP, challenged whether the ads were 'misleading' on three points, all of which were upheld. It found the adverts did not make clear that:

- In order to use the services advertised patients must leave their current GP practice.
- The service was only available to patients who lived or worked in the catchment area of GP at Hand's five physical locations in London.
- Patients would only be able to 'See an NHS GP in minutes', as the advert claimed, once they had completed a registration process which could take days or even weeks.

The ASA said it 'considered that consumers were likely to regard the service provided by GP at Hand as an additional service to supplement the service that they received from their current GP'.

The ruling said: 'We considered that because users of the service would need to change their GP in order to make use of it, this was material information that consumers should have been made aware of in the ads. This information was likely to affect whether or not a consumer would investigate the service further.'

The ASA has ruled that the GP at Hand adverts 'must not appear again in their current form', with the company told to ensure any future ads do not mislead patients in the same way again.

The CCG is assessing the impact of patients signing up to GP at Hand on patient pathways and experience, continuity of care and CCG/GP practice finances.

### **Using the power of the spoken word to aid the recovery of stroke survivors**



InterAct Stroke Support is an award-winning charity dedicated to supporting recovery by using professional actors to deliver stimulating short stories and community projects in hospitals and stroke clubs.

InterAct's work allows those who are often become socially isolated post hospital discharge to gain confidence via creativity and therefore enhance their ability to integrate back into the community.

InterAct's community projects include a ten-week Desert Island Disc scheme where participants devise playlists inspired by the interplay of music and memory and a ten-week Murder Mystery scheme where stroke survivors work together to write a murder mystery play which is then performed at the end of the project.



For further information contact InterAct Stroke Support on **0207 931 6458** or email: [info@interactstroke.org](mailto:info@interactstroke.org)

### Self Care for Life 2018



Lambeth Patient Participation Groups, why not help improve the health and wellbeing of your GP practice patients and hold a Self Care Week event.

### Self Care Week 12- 18 November,

(<http://www.selfcareforum.org/events/self-care-week-resources/>) is the national annual campaign to raise

awareness of how people can take care of their own health whether it is to prevent disease or illness, understand how to look after minor ailments or how to manage long term conditions.

Click here (<http://www.selfcareforum.org/events/self-care-week-resources/>) for free downloadable resources that you can use for your event and examples of previous Self Care Week events.

The Self Care Forum is offering a £500 bursary and a Self Care Award for the best self care initiative.

### Streatham Patients win Lammy Award



Congratulations to PPG members, David Del'Nero and Jenni Rodgers for winning a Lammy Award in recognition for their Streatham Patient Network volunteer work.

They scooped the People's Award at the NHS Lambeth Clinical Commissioning Group Lammy Awards last month. The Awards recognise the contributions of individuals and

teams supporting excellent health and care services in the borough.

David and Jenny hold regular health education mornings for patients of their two

Streatham practices, where they invite health professionals to talk with local people about health related issues, ranging from end of life care to promoting physical activity.

## **Dates for the diary**

**Tuesday, 30 October, 2.30pm to 6.30pm**

### **Healthwatch Lambeth AGM**

We are 336, 336 Brixton Road, London, SW9 7AA.

Why not join Healthwatch Lambeth at their 6<sup>th</sup> AGM on 30<sup>th</sup> October. All are welcome. Supper will be provided at 5.30pm.

To register to attend go to Eventbrite <https://www.eventbrite.co.uk/e/healthwatch-lambeth-annual-general-meeting-tickets-49597822422>

**Wednesday, 07 November - public meeting 12-1pm, main meeting 1-4pm**

### **NHS Lambeth Clinical Commissioning Group Governing Body meeting**

The Foundry, 17 Oval Way, SE11 5RR.

The [Governing Body](#) meets formally in public every two months. Anyone is welcome to attend the meeting as an observer.

An open meeting for stakeholder groups and members of the public takes place an hour before each governing body meeting. This informal session is an opportunity for members of the public to ask questions or raise any issue in relation to the agenda or any other matter.

Registration is not required.

**Tuesday, 13<sup>th</sup> November, 1.30pm - 3.30pm**

### **North Locality Care Network Forum**

Location – TBC

#### **What is an LCN?**

Local Care Networks (LCNs) are being developed to support person-centred care across the borough and involve health and social care providers, voluntary sector services and local people working together. This includes self-care, wider informal family, carer and community support, and broader issues affecting people's health and wellbeing. The GP Federations support the development of LCNs in Lambeth. There are three LCNs - North Locality Care Network Forum, South East Locality Network Forum and South West Locality Network Forum.

**Wednesday 14 November, 10am - 12pm**  
**Primary Care Commissioning Committee**  
Room 407, 1 Lower Marsh, SE1 7NU.

This is an opportunity for members of the public to hear first-hand developments, changes and plans for primary care services in Lambeth and ask commissioner's/decision maker's questions.

**Tuesday, 20 November, 9.30am to 11.30am**  
**South East Locality Care Network forum**  
Paxton Green Group Practice, 1 Alleyn Park, SE21 8AU

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**Wednesday, 21 November, 9am to 11am**  
**South West Locality Care Network forum**  
1<sup>st</sup> Floor meeting room, Hetherington Group Practice, 18 Hetherington Road, SW4 7NU

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**Wednesday, 21 November, 6pm - 8pm**  
**Lambeth Patient Participation Group Network-wide meeting**  
336 Brixton Road, SW9 7AA

Our regular bi-monthly meeting gives PPG members and interested parties an opportunity to meet, network and share experiences. You can also be kept informed of developments, changes in local NHS services, and hear from a range of speakers and healthcare providers.