



GP Online Services webinar for PPG Members

The NHS is making more of 'digital' - the internet, smartphones and tablets - and is offering patients the opportunity to do all of these things online, via a website or an app, if they want to.

Surgeries across England are promoting GP Online Services to patients and many have reported that their PPG was instrumental in letting their patients know

about online access and how to get started.

The Primary Care Digital Transformation team is holding a series of webinars aimed at PPG members to help them understand all about GP online services and how they can support their local GP practice in getting more patients to register for this service.

The webinars will help PPG members understand more about GP Online Services, and give them the opportunity to ask questions.

The online webinars will take place between August and December.

[To find out more and to register >>>>](#)

TheKingsFund>

The NHS explained: free online course

The online course which runs for four weeks and takes around two hours to complete every week, will help you understand the building blocks that make up the health care system in England through videos with experts from The King's Fund, articles and quizzes.

[Read more >>](#)



GP Patient Survey

NHS England has published statistics from the latest [GP Patient Survey](#). The survey provides information on patients' overall experience of primary care services and their overall experience of accessing these services.

The majority of individuals (83.8%) rated their overall experience of their GP practice as good, with more than two in five (46.2%) rating their experience as 'very good'

[GP Patient Survey infographic >>](#)

Practice merger in SE Lambeth

Crown Dale Medical Centre and the Tulse Hill Practice will be joining together from 1 October 2018 to operate as one partnership. The new merged practice will be known as **North Wood Group Practice**.

NHS Lambeth Clinical Commissioning Group (LCCG) approved the new partnership at a Primary Care Commissioning Committee meeting held in public on 9 May 2018, on the basis that patients will experience improved access to care through a choice of locations and services. Papers from the meeting are available on the [LCCG website](#).

The practices have held patient engagement events in order to hear your views and what changes you would like to see as part of the merger. These were held on 17 April at Tulse Hill Practice and 15 May 2018 at Crown Dale Medical Centre. There will be another engagement event on **Thursday, 6 September 2018 at 6:30pm at Crown Dale Medical Centre**. Please contact the surgery to find out more information on these events. You can find feedback from these events at www.crowndalemedicalcentre.co.uk or www.tulsehillopractice.co.uk .

If you require further information on GP services available in your area, please call Healthwatch Lambeth on tel no: **020 7274 8522** or the Lambeth Patient Participation Group Network on tel no: **020 7326 1586** or www.lppgn.org.uk.

New Access Hubs in Brixton



The hub at Pavilion Medical Centre in Brixton has been added to Lambeth GP Access Hubs.

The Hubs have been set up within surgeries across Lambeth to give patients better access to primary care services. The hubs are open in the evening and weekends, which means it's easier for patients to get an appointment at a time that suits them. If there are

no available appointments at a patient's usual surgery, they will be referred to one of the hubs.

[Read more >>](#)



Funding opportunity

Individuals and groups who run projects that help people manage their own health and wellbeing are invited to apply for a Lambeth Wellbeing Fund of between £1,000 to £5,000. The projects should focus on helping people access the right information, support them to stay healthy, avoid crisis and alleviate social isolation.

The Valley Road Patient Participation Group (PPG) chair exercise classes is a good example of where the Lambeth Wellbeing Fund has benefited the wider patient population. The PPG received funding last year to extend their one-hour chair exercise classes, which now run every week with 15-20 patients regularly attending. The Network supports the PPG by holding the funds, paying invoices and monitoring the project's progress.

This is a great opportunity for PPGs to receive independent funding to support activities and events. If your PPG is in one of the priority wards and you have an idea for a project or activity you can talk it through with the Lambeth Wellbeing Fund before submitting an application.

[Read more and apply >>](#)



Information Governance Training for PPGs

Twenty representatives from 14 PPGs attended an information governance training session supported and delivered by the NHS Lambeth Clinical Commissioning Information Governance team.

The two-hour session included information about data protection, changes to the regulations known as General Data Protection Regulation, the responsibilities of PPGs and individuals who manage PPG data, online and paper security,

consent and privacy policies.

[Read the training presentation and guidance for PPGs/Practices on text messaging and emailing patients about events and meetings >>](#)



Have you used online tools to access your GP practice?

In our July edition we informed you about a pilot taking place in 18 practices across Lambeth where patients can use online tools as an alternative way to access GP services and health advice.

The three tools being tested are eConsult, IPlayto and Ada. Details on each tool and which practices are participating in the pilot can be found [here](#).

We would like to hear from patients who have registered to use one of these tools. Do you find them useful, easy to use, and informative and a good addition to how you access services?

Tell us at info@lppgn.org.uk or tel: **020 7326 1586**/text **07427 873090**.



People encouraged to 'Go digital' in NHS short Films

A series of new films about digital health innovations in the NHS were launched, as part of #NHS70DigitalWeek.

Produced by the Academic Health Science Network and NHS England, the films show some of the latest ways the NHS is using digital technology to empower people to take control of their health and care. They feature a range of apps and technologies that are starting to be used in parts of the NHS to help people manage conditions in more flexible ways using digital tools and services.

[Read more and watch the films >>](#)



July Network Meeting Notes

We were joined by colleagues from King's College Hospital (Jill Solly, Head of Health Systems Partnerships; Lucy Hamer, Patient Engagement & Experience Manager and Penny Dale, King's Public Governor) who talked to members about the work of the patient engagement and experiences team and what it means to be a King's governor. PPG members were also able to share their experiences of using King's services.

Jill Solly outlined the four key areas for her team - communication, education, specialist care and discharge, which includes:

- using an electronic referral system – giving patients the choice about where they are treated
- using electronic discharge notices which are sent to GPs within 48 hours after a patient is discharged

- giving the hospital and GPs access to patient records via the Local Care Record
- having quality alerts (i.e. complaints and issues) flagged up with the CCG and undertaking regular service updates
- Providing a telephone advice service for GPs. Enabling them to get advice or have a conversation with a specialist. This can be invaluable and directly impacts on a reduction in the number of referrals to hospital
- hosting virtual clinics – enabling clinicians to work directly with specialists
- Consultant Connect enables GPs to connect to specialist consultants. All calls are recorded
- Discharge notices are sent to dedicated monitored email within practices
- Carrying out regular review to audit the quality of documentation sent to patients and practices

Penny Dale is a public governor at King's. A governor's role is statutory and they essentially hold the hospital directors to account. They attend four Board meetings a year, which are held in public and sit on other hospital committees to learn about the Trust and what it does. Lambeth has four public governors (click [here](#) for details).

It is free to become a King's member. Members receive a quarterly magazine, invitations to health talks, the opportunity to have a say to improve services, have voting rights and are able to meet governors and directors. The Network is an associate member. For more information about becoming a member, click [here](#).

[Read the King's College Hospital NHS Foundation Trust presentation >>](#)

For the full notes from the July meeting go to <https://lppgn.org.uk/get-involved>.



Network meeting dates

Our network-wide meetings take place at **336 Brixton Road, SW9 7AA, 6pm – 8pm** on the **3rd Wednesday**, every other month.

The next meeting is on: Wednesday, 19 September. At this meeting PPGs will have an opportunity to network more widely, share their experiences and learning. To register to attend email: info@lppgn.org.uk.

Upcoming meeting dates: 21 November 2018, 16 January and 20 March 2019.



Have your say on NHS plans to stop offering treatments that are clinically ineffective

NHS England wants to hear your views about plans to stop offering treatments that are clinically ineffective. They are proposing that the following interventions should no longer

be routinely commissioned by Clinical Commissioning Groups because they are ineffective or have been superseded by a safer alternative:

- Snoring Surgery (in the absence of Obstructive Sleep Apnoea)
- Dilatation and curettage for heavy menstrual bleeding in women
- Knee arthroscopy for patients with osteoarthritis
- Injections for nonspecific low back pain without sciatica

They are also recommending that 13 other interventions should only be performed in specific circumstances where they have been proved to be clinically effective.

Closing date for comments is 28 September 2018

[Read more and respond to the consultation >>](#)

Written responses can be sent to: Natalie Penn, NHS England, 4E64 Quarry House, Leeds, LS2 7UE.

NHS England is also holding an open event for patients to discuss the proposals and share views in London on Thursday 23 August (10am to 12 noon).

Email: england.EBinterventions@nhs.net to register your interest.



Patients Association consultations

[The Patients Association](#) is a charity dedicated to supporting the rights and interests of all patients and their families, offering advice and support to patients and their carers. They regularly offer patients opportunities to take part in surveys and focus groups, to inform both their policy and campaigning work.

This month they want to hear your views on:

The GP premises of the future

The location and buildings where patients see their doctor (GP) or other health professional vary widely across the country. As the first point of contact for healthcare services for the majority of patients, the design of these buildings is important. The quality of these buildings conveys a strong message to patients, visitors, volunteers, and staff leading to conclusions about the care provided.

Share your thoughts on your local surgery or health centre and give your views on future improvement.

Survey closes on 31 August 2018.

[Complete the survey >>](#)

Medication for specific conditions

Are you taking medication to treat a condition such as rheumatoid arthritis, psoriasis or Crohn's disease?

The Patient Association would like to hear your thoughts in order to better understand the needs of patients on these types of medications and the issues surrounding changes to medication, involvement in shared decision-making and any educational needs. Medications are one of the areas the NHS is looking at in its drive to deliver safe and high quality services that take account of new advances in medicine as well as improve efficiency.

Survey closes on 31 August 2018

[Complete the survey >>](#)



Have your say on changes to weight management services

Being overweight or obese increases the risks of chronic diseases such as diabetes, hypertension, cardiovascular disease, strokes, cancer, and can impair general wellbeing, quality of life and ability to learn.

Lambeth Council and NHS Lambeth Clinical Commissioning Group are proposing changes to Lambeth's weight management services to take into account changes in Lambeth's local population, current needs and the latest government advice about what works best.

Survey closes on 31 August 2018

[Complete the survey >>](#)

Lambeth CCG rated Outstanding

The NHS Lambeth Clinical Commissioning Group has been rated as Outstanding in NHS England's national CCG annual assessment. This is an improvement from last year's rating of Good. Lambeth is one of only three London CCGs rated as Outstanding. Nationally only 20 out of 207 CCGs were rated Outstanding.

[Read more >>](#)



Carers Network Day

Guy's and St Thomas' NHS Foundation Trust are holding a Carers Network Day to give carers the opportunity to develop their knowledge, skills and confidence to make a positive difference to their life and that of the family member or friend they care for.

The Carers Network Day takes place at **Guy's Hospital** on **Wednesday 31 October, 9.30am to 3.30pm**. This free course will include the following sessions: safe moving and handling, mouth care, personal hygiene, skin care, self-care, managing medication, nutrition and dementia and delirium.

The course is open to people who care unpaid for a friend or family member over the age of 18 who, uses Guy's and St Thomas' Hospital services or live in boroughs of Southwark or Lambeth. Refreshments will be provided. Travel costs may be reimbursed upon request.

For more information, please see the [frequently asked questions](#)



Child Health Check now online

The Children & Young People's Health Partnership (CYPHP) Child Health Check is now available online. The Health Check is for all parents/carers of children aged 0-15 years with asthma, constipation, epilepsy, or eczema.

Parents/carers who complete the Health Check will benefit from

- A free Health Support Pack
 - A summary of the results on the patient's record
 - A copy of this summary sent to the parents/carers email
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Lambeth Together - a new way of working



Lambeth Together is a new development, bringing together different organisations and stakeholders to work as one to co-ordinate and deliver health and care services in the whole borough. The Lambeth Patient Participation Group Network is part of the collaboration.

Lambeth Together focuses on:

- The Lambeth Together Way - a way of working, a culture that unites us all

- The Delivery Alliances - organising services around people and places
- Lambeth Together Strategic Alliance - bringing things together as a whole system

They need your help to make Lambeth Together work for everyone and there are many ways you can get involved.

[Read more >>](#)

Guy's and St Thomas'  Volunteer tutors - Expert Patient & Living with Diabetes Programme
 NHS Foundation Trust

Would you like to develop your skills and knowledge around delivering training to people who have a long term health condition?

Guy's and St Thomas' Lambeth Early Intervention and Prevention Service (LEIPS) has developed a programme to support those Living with Diabetes and other long-term health conditions.

They are currently recruiting Health Care Professionals and Lay Tutors for Lambeth and Southwark.

[Read more>>>](#)

 **Breastfeeding Friend**

[Start4Life](#) has launched the [24/7 Breastfeeding Friend](#) on Google Assistant and Google Home.

The 24/7 Breastfeeding Friend has been developed to provide friendly advice to mothers who have questions and need support with breastfeeding at any point, day or night. The tool is voice activated using the Google Home app or Google Assistant, meaning mums can get NHS-approved advice and daily breastfeeding tips in the moment and when they may have their hands full.

Dates for your diary



Health Awareness Weeks in September

- [9 Sept: Dementia Carers Day](#)
 - [10 Sept: World Suicide Prevention Day](#)
 - [3-9 September: Organ Donation Week](#)
 - [10-16 Sept: Know your numbers week: Blood pressure testing week](#)
 - [Sept: Blood Cancer Awareness Month](#)
 - [Sept: Urology Awareness Month](#)
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NHS Lambeth Clinical Commissioning Group - Lammy Awards Ceremony

5 September, afternoon, Kia Oval, London, SW11 5SS

The ceremony awards will celebrate the work and achievements of local health and care heroes.

[Read more >>](#)



NHS Lambeth Clinical Commissioning Group (LCCG) Governing Body Meeting

Clinical Commissioning Group

19 September, 12pm - 1pm (public forum) and 1pm - 4pm (governing body meeting),
The Foundry, 17 Oval Way, London, SE11 5RR

Members of the public are welcome to attend NHS Lambeth Clinical Commissioning Group's Governing body meetings held in public. These meetings are where local doctors and nurses make important decisions about health services in Lambeth.

A forum for patients and public is held an hour before every Governing Body Meeting and is chaired by the Clinical Commissioning Group's Chair. You are able to ask about local health services; it doesn't have to be a topic that is on the agenda of the formal meeting.

No need to book, just go along.

[Read more >>](#)



We are 336 is opening its doors

27 September, 10am to 3pm, We are 336, 336 Brixton Road, SW9 7AA

Do you have a personal or professional interest in disability and other related issues?

Then come and find out what is going on at “We are 336”, London’s largest disability hub.

[For more detail >>](#)
