

Newsletter

Issue 5 : November 2011

WELCOME TO OUR FIFTH NEWSLETTER!

Good news! The **TREATMENT ROOM** is now open again, and the Friends have had some influence in assisting CHC to obtain the funding for this. At this point in time, we wait to hear what the future of the CHC building will be. At the last summer meeting, Sue Jeffers Director of Commissioning at Hounslow **Primary Care Trust** (known as the PCT) indicated that there would be funds available for the future development of the building, with a potential for building upwards.

Members of the Committee have also attending patient engagement meetings with Sue Jeffers on the current situation with regard to the Practices in Hounslow. It was apparent that there is little understanding about the Consortium of which the Practices at CHC are a member and so we thought that it would be a good idea to summarize it here.

THE GREAT WEST COMMISSIONING CONSORTIUM is a collection of 54 Practices in Hounslow and was formed ahead of the legislation now being considered in the House of Lords. Because this has not been passed into law, the Consortium is known as a “pathfinder” Consortium of which there are a number in the country.

Practices within NHS Hounslow have come together to form the Great West GP Commissioning Consortium (GWCC) with the fundamental purpose of improving the effectiveness of clinical care, patient experience, and developing care pathways with standardised processes through better understanding of activity and related costs. They hope to improve commissioning of services generally, thereby improving the quality of primary and secondary care for local patients. Where it is advantageous to patient care, they want to identify opportunities to bring services out of hospital and closer to the patient’s home and also identify ways of managing patient flows through the system. They hope that they will be able to share good practice and work constructively with NHS Hounslow and local service providers to develop ways of involving and engaging patients and the public in commissioning decisions. So you can see that the voice of FCHC will be important!

The Consortium is already managing part of the budget for Hounslow, in cooperation with Hounslow Primary Care Trust. They hope to take over full management of the budget from April 2012. There are also some very exciting developments that they wish to take forward, with the emphasis on providing integrated care in the community rather than in hospital, and increasing effective communication with the hospitals. As part of this a new IT system is already in place in the West Middlesex Hospital called Systmone and it is also installed in all practices in the Consortium. With patient permission, this will allow the health professional caring for that patient to see and use the GP record of any patient registered in Hounslow. This applies to planned and urgent care. There are also plans for the Charing Cross Hospital to be able to access the records. One of the GPs at the recent patient involvement meeting confirmed that the patient would also be able to access these records, which is an important way of being involved in our own health.

Some of you also may have been referred to hospital via the new **GP Referral Facilitation Service**. There has been some suspicion about this being used to delay referral and thus save money, and it is to be regretted that there has been no effective communication from our GPs about it. All GP practice initiated referrals are now sent via the RFS. The purpose of this is to monitor the appropriateness of all referrals. They are monitored by a panel of 12 local Hounslow GPs. Urgent referrals should be processed within two days and less urgent within two to three weeks. Only after approval is given can a hospital appointment be made. It seems that not all referrals to hospital in the past have been appropriate or as informative as they could be. It may be, for instance that in assessing the appropriateness of a referral, one of the panel of GPs may suggest alternatives which could prevent a hospital visit. As more services come into the community this will improve the integration of care and prevent needless hospital visits. FCHC welcomes the changing emphasis from the NHS process driven approach to a more community driven approach.

The GWCC have identified a list of priorities for change, which seem positive. Amongst them are:

- An Integrated Community Response Service
- An emphasis on End of Life Care
- Providing Community Equipment
- Podiatry, Continence, Leg Ulcers
- Mental Health – including better communication between psychiatrist and GPs
- Planned Care
- Improving crisis resolution
- Physiotherapy and pain management clinics
- Cardiology
- Chronic obstructive pulmonary disease
- Asthma in children
- Childhood Immunisations

For much more detail on this, please visit www.fchc.co.uk and look at the **GWCC Commissioning Intentions** link to read the document which was produced by the PCT. We will continue to monitor and update the website on progress.

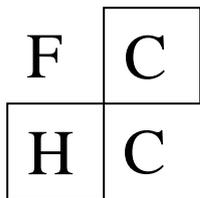
The PCT have now sent us copies of leaflets on the **Referral Facilitation Service** and the **Choose and Book** scheme. These are available for you to read on our web site. For those of you who do not have access to the internet, you should be able to obtain copies from CHC.

We want to canvass YOUR priorities for a greater devolved use of CHC. To this end we will be emailing or posting a questionnaire to you in a few weeks if you are on our membership list. If you are not a member, please complete the form that accompanies this newsletter to join us.

Chiswick Day Centre Closure: FCHC, along with many others objected to the closure of Chiswick Day Centre. Day care is a vital part of overall “Care” and we will continue to make that point to the Doctors, the GWCC and the Council.

We are also still in need of volunteers to help us with membership expansion, newsletters, PR and other tasks. Please contact Iris at ihill@fchc.co.uk if you can help.

On the next page you will find a membership form. If you know of anyone who would like to join us, please feel free to give him/her the form. If you are not a member you can join us by using the form, or by joining from our website –www.fchc.co.uk



Friends of Chiswick Health Centre

www.fchc.co.uk

MEMBERSHIP FORM

PLEASE PRINT

NAME:

Mr/Mrs/Dr/Ms/Rev/Prof/Sir/Lady _____

ADDRESS:

Email: (PLEASE PRINT)

Donation (voluntary): £ _____

**PLEASE LEAVE IN THE COMMENTS BOX AT
COMMUNITY RECEPTION IN CHC OR SEND TO 20
WOLSELEY GARDENS, LONDON W4 3LP**