

WELCOME TO OUR EIGHTH NEWSLETTER!

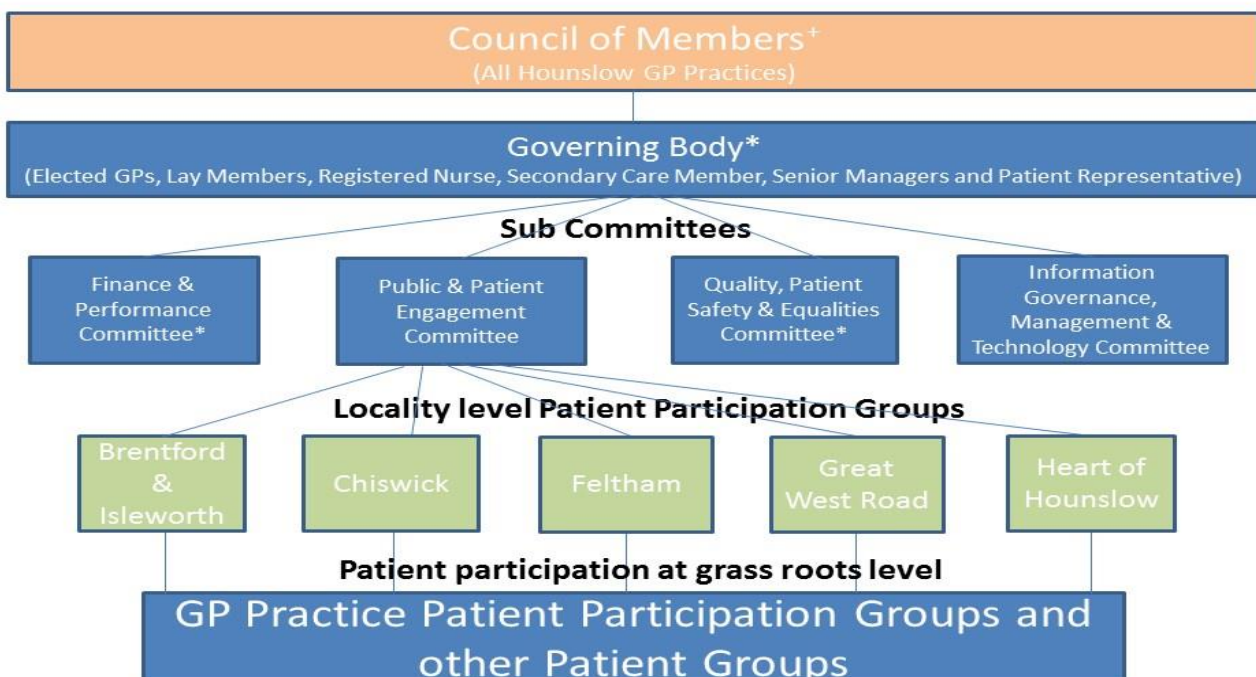
FROM OUR CHAIRMAN HENRY GEWANTER

The Clinical Commissioning Group (CCG) has been creating Patient Participation Groups (PPGs). A PPG is a group of patients who belong to a GP practice and meet regularly to share information about health services locally; how these are provided and how these can be improved. The aim of the PPG is to represent patients' views and work with GP practice staff to support and develop local services. PPGs may also work together to influence broader issues and to share good practice and ideas.

I have been making the case for FCHC to be considered a Patient Participation Group for the past year and I'm glad to finally be able to report success: Our views on local healthcare now have an official voice on the Locality Patient Participation Group ('LPPG'), which in turn will have a representative on the Public & Patient Engagement Committee (which itself, in turn, will report to the Governing Body). What they want is probably easier for us in FCHC than for other PPGs as we can easily email our membership. For instance, they want to find out how the warfarin 'pathway' is working – the experience from hospital back to the community and what patients think of it. They created a questionnaire and this has been circulated. That kind of thing I think is a very positive role for FCHC.

Here is a chart showing how the PPGs fit into the bigger picture

Hounslow CCG's governance structure linked to Patient Participation Groups



*Decision making

+ Council of Members delegates all decision making to the Governing Body with a few exceptions as stated within the NHS Hounslow CCG's constitution

With regards to Chiswick Health Centre, you are probably aware there has been no visible refurbishment for some time. The building is now owned by NHS Estates Ltd and there are some plans for increasing the space available for the Practices. The plans have been put forward for funding. We await the result of this funding request.

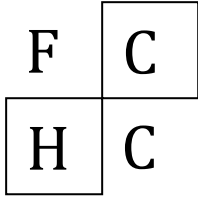
There is also some new information tools at CHC. There are TV screens above reception with good advice about your health. There is also a touch enabled "kiosk" on the wall opposite the reception area for West4 GPs. This has lots of local and Borough information for you to explore. If any of you have information regarding clubs, walks, local events etc this can be sent through for consideration of being added to the kiosks in Chiswick or further afield if appropriate. Please send this information to houccg.kiosks@nhs.net

For patients of Chiswick Health Practice, you can now consult your GP from home. There is a new service called "ask my GP" where you can put your query into a web page and a doctor will call you back. See more at:

<https://live.askmygp.uk/howcanwehelp/NTkxMzEyMSQ4MTgzMy0xMA%3D%3D>

As always there is a membership form at the bottom of this newsletter. Please encourage anyone you know is a patient at CHC to join.

If any of you who received this by post can give us an email address this would help to cut down our costs. Please email jahill@fchc.co.uk with your address.



Friends of Chiswick Health Centre

www.fchc.co.uk

MEMBERSHIP FORM

PLEASE PRINT

NAME:

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**