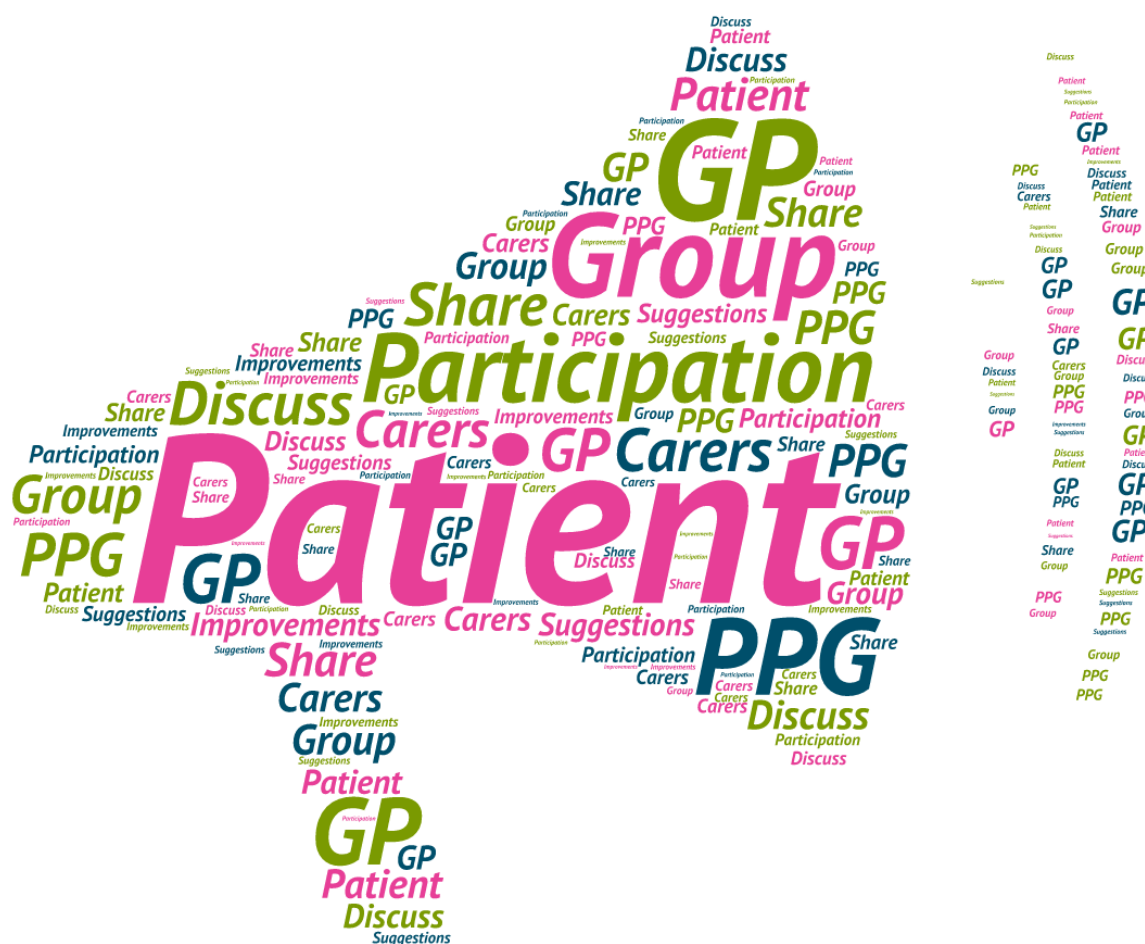


# Patient Participation Group Project Report

2014 - 2015

West London Clinical Commissioning Group  
Kensington and Chelsea and Queen's Park and  
Paddington



## Contents Page

1. Executive Summary	Page 3
2. The Story So Far	Page 5
3. Response to 2014/15 Recommendations	Page 8
4. PPG Project Highlights	Page 9
5. GP Practices in K&C and QPP	Page 10
6. Arising Themes in Patient Engagement	
a. North Kensington	Page 11
b. South Kensington	Page 14
c. Queen's Park and Paddington	Page 17
7. Recurrent Themes and Progress of GP Practices	Page 20
8. Next Steps of the PPG Project 2015/16	Page 22
9. Conclusion	Page 23
10. Appendix 1: GP Practice Profiles	Page 24
11. Appendix 2: Resources for Patients & PPGs	Page 31
12. Appendix 3: Patient Engagement Opportunities	Page 32



## Section 1: Executive Summary

### Executive Summary

The Patient Participation Group (PPG) project was first commissioned by the West London Clinical Commissioning Group (CCG) in April 2013 to ensure that the patient voice remained at the heart of commissioned services at GP practice level.

The project has gone from strength to strength since then by expanding on the good work carried out by the Kensington and Chelsea Local Involvement Network (K&C LINK) in 2011 and 2012. In particular, between April 2013 and March 2014 we actively supported 40 of the 54 West London CCG Practices to build and sustain their PPGs and to produce reports on their patient engagement progress.

The work continued with practices between April 2014 and March 2015, when we aimed to strengthen PPGs roles and capacity by creating a network of patients and members. To this end, we supported 25 practices to sustain their PPGs and held three PPG area meetings for PPG members across the WLCCG area to exchange ideas and best practice.

With the closure of three practices in 2014/15 (bringing the total number of practices down to 51), we supported the remaining 26 practices without PPGs by focussing on collecting more in-depth patient feedback on the care provided by GPs. These patient stories were then sent to practices with responses received on a six-monthly basis. Patient feedback was also gathered from a number of sources including PPGs and PPG area meetings, Healthwatch Central West London patient stories, NHS Choices, the Friends and Family Test, the National Patient Survey, Care Quality Commission inspections and feedback from the patient engagement carried out by the CCG. Across the year we engaged 27 seldom-heard groups to ensure that their voices were also heard.

The key themes that emerged from these patient engagement sources within all 51 of the GP practices in 2014/15 were:

- Clinician/ Patient Relationship
- Appointment Waiting Times
- Practice Communication and Frontline Staff.

In response, GP practices made the following improvements:

- Discussed better ways of communicating with patients via their PPGs
- Fixed phone lines, introduced extended opening hours and telephone consultations
- Trained receptionists in customer service.

## Section 1: Executive Summary

In 2015/16 the project will focus on:

- Continuing to host PPG area meetings across the West London CCG area
- Creating an online forum for PPG members and patients
- Installing and update patient engagement noticeboards in GP practices
- Assisting PPGs to become self-sustaining
- Engage GP Practices without PPGs to ensure that they meet the new NHS England Core Contractual Requirement to have a PPG in 2015/16.



## Section 2: The Story So Far

### The PPG Project Story So Far

The Patient Participation Group (PPG) Project began with a focus on encouraging more practices to have PPGs, and to build on the membership of already established PPGs. The K&C Local Involvement Network (K&C LINK) began some of this work in 2011 to 2013 on a part time basis, by supporting 18 practices to develop their PPGs.

In 2013/14, the project received full time funding and a further 40 practices were supported with their PPGs. However, between April 2013 and March 2014, 40 GP practices within the West London CCG area signed up to what was then the Patient Participation Directed Enhanced Service - a commitment from GP practices to NHS England, to develop a PPG. Although practices worked hard to build up their PPG membership, produce practice surveys and a final PPG report in March 2014, the majority of practices were denied payment by NHS England, and this was echoed throughout the country. This caused demotivation amongst many practices and as a result, only 14 practices in the West London CCG area produced a PPG report the following year, in March 2015.

Despite the initial setback in 2014/15, 25 practices were able to set up or sustain their PPGs, and the 26 remaining practices endeavoured to engage with their patients via surveys, comment cards and suggestion boxes.

Two practices in Queen's Park and Paddington closed (West Two Health and Milne House) resulting in patients being disseminated to nearby practices, which further changed practice profiles and the patient engagement landscape.

Taking these changes into consideration, in 2014/15 the PPG project began to further expand its reach by trying to facilitate more patient engagement at primary care level.

### **PPG Project 2014/15**

In 2014/15, the project continued to support individual PPGs and also focussed on creating a network of PPG members and patients across the West London Clinical Commissioning Group area, to widen patient engagement and feedback on extra services provided at GP Practices.

To strengthen PPGs and build PPGs member capacity, **two PPG newsletters** were created; highlighting various issues of interest for PPG members, such as key updates from PPGs meetings, articles about the most recent PPG events as well as the results of CQC inspections of GP practices, and the implementation of the Friends and Family Test within GP practices.

## Section 2: The Story So Far

One workshop was held in September 2014<sup>1</sup> for PPG members to contribute to plans for an **integrated health and social care system** (Whole Systems Integrated Care) for patients aged 75 and over. Attendees were able to use their specific knowledge of primary care to highlight the importance of the GP communicating effectively with hospitals and other relevant health and social care professionals.

A PPG member **email contact list** was also compiled in 2014/15 and coordinated **outreach to seldom-heard groups** was carried out to 27 different community groups, including learning disability groups, Muslim women's groups, and mental health service users. This outreach was an excellent way to hear from patients who were not members of a PPG but were interested in providing feedback about their GP practice experiences. It also provided PPGs with further suggestions for changes and topics for discussion.

The project remained committed to developing PPGs within GP Practices; but it also looked at developing a PPG network across practices, as well as getting PPG members more involved in patient representative opportunities beyond their GP practice. In light of this, the project ran the first **PPG Area Meetings** in North Kensington, South Kensington and Queen's Park & Paddington (QPP) early in 2015.

PPG Representatives from all three localities attended these meetings and highlighted key topics they were discussing from their GP Practices:

- **South Kensington PPG members**<sup>2</sup> discussed promoting their PPGs, weekend opening of their surgeries and communicating the good work of the practice to other patients.
- **North Kensington PPG members**<sup>3</sup> discussed early appointments, communicating well with other patients, and improved treatment for patients aged 75 and over.
- **QPP PPG members**<sup>4</sup> discussed implementing suggestion boxes, engaging with the Primary Care Navigators, and redecorating their practice.

A recurring conversation in all three meetings related to better ways for practices to communicate with their patients, especially with regards to weekend opening walk-in clinics, urgent care centres, and getting emergency appointments. PPG members felt that patients needed better information about their own care in order to make informed decisions in the future. West London Clinical Commissioning Group (CCG) colleagues also attended this meeting and were able

<sup>1</sup> September 2014 PPG Workshop Report <http://goo.gl/dGO3XV>

<sup>2</sup> South Kensington PPG Minutes January 2015 <http://goo.gl/3mJ5gO>

<sup>3</sup> North Kensington PPG Minutes January 2015 <http://goo.gl/f8MJmb>

<sup>4</sup> Queens Park and Paddington PPG Minutes March 2015 <http://goo.gl/psPPDU>

## Section 2: The Story So Far

to respond directly to PPG members concerns about primary care, as well as promoting further opportunities for patient engagement at the CCG level.

These were extremely useful meetings which provided insight into what was happening on the ground within GP practices, and the effective changes PPGs were making to the service practices provide.

The project has continued to support PPGs to become self-sustaining, ‘critical friends’ to GP practices across Kensington and Chelsea, and Queen’s Park and Paddington. The PPGs highlight the importance of continued patient engagement to ensure that services meet the needs of the population they serve. In addition, GPs are receiving regular patient feedback via NHS Choices, National Patient Surveys and Healthwatch.

These varying avenues of feedback provided the project with a detailed overview of what patients were talking about at a GP practice level, and the emerging themes from North Kensington, South Kensington and Queens Park & Paddington can be found within this report on page 11.



### Section 3: Response to 2014/15 Recommendations

## Response to 2014/15 Recommendations<sup>5</sup>

The PPG Project has developed substantially since the last PPG report was released for 2013/14. Within last year's report a number of recommendations were made for GP Practices, Patients and PPGs, and the West London Clinical Commissioning Group for 2014/15. We were delighted that many of those recommendations were responded to in 2014/15, and a summary can be seen below:

#### 1) Recommendations for **GP Practices**

- Recruit more PPG members and publicise PPGs, continue PPG and Healthwatch links, and designate a member of staff as the main point of contact for PPGs and patient engagement.

**Response in 2014/15:** 25 GP Practices sustained their PPGs, practices contacted Healthwatch for letters of support to NHS England on behalf of the hard work of their PPG, and Practice Managers designated themselves or a secretarial staff member as the main staff point of contact for their PPGs.

#### 2) Recommendations for **Patients/ Patient Participation Groups**

- Elect a PPG Chair, contact practices if patients want to start a PPG, and contact Healthwatch for free patient training opportunities.

**Response in 2014/15:** 23 PPGs had elected patient chairs and 33 patients attended the free Healthwatch patient training events.

#### 3) Recommendations for **West London Clinical Commissioning Group (WLCCG)**

- Ensure all practices know about the benefits of a PPG, work closely with Healthwatch to gather patient feedback, and coordinate outreach to seldom-heard groups to feed their patient experience back to PPGs and relevant GP practices.

**Response in 2014/15:** WLCCG colleagues attended PPG area meetings, carried out community outreach in partnership with the PPG Officer, and invited the PPG Officer to Practice Managers Forums to educate practices further on the benefits of having a PPG and the support on offer.

---

<sup>5</sup> PPG Project Report June 2014 <http://goo.gl/wiE0qB>



Section 4: PPG Project Highlights

**Patient Participation Group Project 2014 - 2015: The Highlights**



- ❶ 1 POSTER WITH TEN TIPS FOR GP APPOINTMENTS<sup>6</sup>
- ❷ 2 PPG NEWSLETTERS CREATED<sup>7</sup>
- ❸ 4 PPG WORKSHOPS AND AREA MEETINGS RUN
- ❹ 25 ACTIVE PPGS IN 2014/15
- ❺ 27 SELDOM-HEARD GROUPS ENGAGED WITH
- ❻ 33 PATIENTS SUPPORTED TO RECEIVE FREE TRAINING
- ❼ 59 PATIENT STORIES COLLECTED ABOUT GP PRACTICES
- ❽ SHARING BEST PRACTICE WITH OTHER PPG COLLEAGUES

<sup>6</sup> The Top Ten Tips for Appointments Poster <http://goo.gl/N3aqx6>

<sup>7</sup> July 2015 PPG Newsletter <http://goo.gl/UcHrjR>

## Section 5: GP Practices in K&C and QPP

### GP Practices in Kensington & Chelsea and Queens Park & Paddington

The West London Clinical Commissioning Group can be split into three locality areas; **North Kensington**, **South Kensington**, and **Queens Park and Paddington**. Across these three areas, there are currently 51 GP practices. All of these practices took different approaches to engaging with patients between April 2014 and March 2015, in order to make positive changes to the Primary Care services they provide.

#### **\*Quick Facts on GP Engagement 2014/15\***

- \*14** GP Practices produced a PPG Report, detailing action plans and their patient engagement to date.
- \*25** GP Practices were inspected by the Care Quality Commission (CQC) between June 2013 and September 2014.
- \*37** GP Practices now have websites, but only **24** have a dedicated Patient Participation Group page on their website.
- 25** PPGs were active.
- 26** Practices without PPGs used other forms of patient engagement.

**All 51 GP Practices in the West London Clinical Commissioning area are included in this report.**

During an unpredictable year, patient feedback was gathered from a number of sources, including **PPG reports**, **NHS Choices**, the **National Patient Survey** and **PPG meetings**. **Healthwatch Central West London patient stories** were also collected by the PPG Officer and sent to corresponding practices at six-month intervals for responses and action points, to patient feedback. A number of themes arose from all of these sources, including:

- Accessing Appointments
- Clinician/ Patient Relationship
- Frontline Customer Service
- Disability Access
- Practice Communication.

These themes were discussed and resulted in improvements to services across **North Kensington**, **South Kensington** and **Queen's Park & Paddington**, and an overview of patient engagement feedback can be found on the following pages.



Section 6: Arising Themes in Patient Engagement

in the practice	<ul style="list-style-type: none"> <li>Added toys to the waiting room for children.</li> </ul>
<ul style="list-style-type: none"> <li>Encourage better communication between the practice and patients</li> </ul>	<ul style="list-style-type: none"> <li>Updated waiting room posters, TV and practice telephone messages</li> <li>Patients given helpful information slips after their appointments</li> </ul>

***North Kensington PPG Case Study: North Kensington Medical Centre***

*PPG members highlighted the ongoing issue of communication to the practice population. The group was able to create a newsletter with useful information and the introduction of the Primary Care Navigator presented a further avenue for patients to feel more informed and in control of their care.*



Patient engagement was also carried out by the other 7 GP practices without PPGs, via NHS Choices patient feedback, the national patient survey and patient stories received from Healthwatch. The following **key themes** from all 19 Practices in North Kensington were:

Key Themes	GP Practice Responses
<p><b>Appointment Waiting Times and Frontline Customer Service:</b></p> <p>The majority of practices received relatively positive feedback about their waiting times, but many found it difficult to make appointments over the phone. One practice in particular received feedback from a number of patients with concerns about older patients and children having to wait outside in bad weather until the practice opened its doors. Many patients also felt positive about the helpful attitude of most of the receptionists, but some had experienced some frustrations over communication with frontline staff.</p>	<ul style="list-style-type: none"> <li>Training for receptionists</li> <li>Practices noted that there needed to be more communication to their practice populations about the extra services they offer, to avoid long waiting times and patient frustrations.</li> </ul>
<p><b>Clinician/ Patient Relationship:</b></p> <p>Many patients felt that communication between patients and clinicians needed to improve, and some mentioned not feeling listened to by the GP during their</p>	<ul style="list-style-type: none"> <li>Ensuring that every patient over 75 has a designated GP</li> <li>Informing patients about</li> </ul>

Section 6: Arising Themes in Patient Engagement

appointment	raising concerns directly with the Practice Manager
<p><b>Practice Communication and Admin:</b> Overall patients felt positive about the care they received at their practice, but a number of patient stories arose regarding mistakes with patient files, patients having incorrect information about out of hours services, and better communication with mental health service users and those with learning disabilities.</p>	<p>• <b>Installing voice recorder systems to ensure that staff are providing the correct information over the phone</b></p>







**Section 6: Arising Themes in Patient Engagement**

	<ul style="list-style-type: none"> <li>● Running more walk-in clinics</li> <li>● Installing self-service check-in machines.</li> </ul>
--	--

***South Kensington PPG Case Study: Kings Road Medical Centre***

*Patients and PPG members raised concerns about difficulties accessing appointments and using the walk-in service. In response, the practice began offering telephone appointments with both a nurse and a doctor. They added more walk-in clinics, giving priority to older people with long term conditions and children, and have extended their opening hours to include Sunday mornings.*



Wider patient engagement was carried out by the other 11 practices without PPGs using NHS Choices patient feedback, the national patient survey and patient stories received from Healthwatch. The **key themes** from all 22 practices in South Kensington were:

Key Themes	GP Practice Responses
<p><b>Accessing Appointments and Clinician/Patient Relationship:</b> Many patients raised concerns about getting through on the phone to make convenient appointments, feeling listened to by both the GP and the nurse, and having enough time during appointments. One practice received a number of comments about inferior access to services for NHS patients when compared with the practice’s private patients, and raised concerns about the NHS service being phased out.</p>	<ul style="list-style-type: none"> <li>● <b>Fixing phone lines for better access</b></li> <li>● <b>Introducing online appointment booking</b></li> </ul>
<p><b>Frontline Customer Service:</b> Patients provided positive feedback for most practices, but many commented on the unhelpfulness of receptionists and the need for more customer service training for at least 7 of the 22 GP practices in South Kensington</p>	<ul style="list-style-type: none"> <li>● <b>Providing more in-house training for their reception staff.</b></li> </ul>
<p><b>Disability Access:</b> A number of patients mentioned access issues in terms of broken lifts, larger wheelchairs not being able to access lifts,</p>	<ul style="list-style-type: none"> <li>● <b>Identifying higher needs patients to receive extra support to access</b></li> </ul>

## Section 6: Arising Themes in Patient Engagement

<p>and needing ramps to access the practice.</p>	<p>appointments</p> <ul style="list-style-type: none"><li>• A number of practices in South Kensington noted that their historical locations can make providing access more challenging. However, one practice did install a ramp for better convenience, and tried to ensure that the disabled toilet was always in working order.</li></ul>
--	--







Section 6: Arising Themes in Patient Engagement

times following patient feedback	better allocated for admin tasks, allowing more time for clinical appointments.
----------------------------------	---

**QPP Case Study: 574 Harrow Road Health Centre (Dr Shri)**

Following feedback from the Friends and Family Test, the CQC and their PPG members, the practice redecorated the whole of their first floor, made plans to fix items that made the practice more accessible, and planned to improve the lighting in the practice also.



The remaining 3 GP Practices without PPGs carried out patient engagement via NHS Choices patient feedback, the national patient survey and patient stories received by Healthwatch. The following **key themes** arose from all 10 Practices in QPP:

Key Themes	GP Practice Responses
<p><b>Long Waiting Times:</b> This was a recurrent theme for all of the QPP practices, with many patients feeding back that they had to wait for an hour or so for their pre-booked appointments. There were also comments about the long waits during walk-in clinics, and how it could be generally difficult to be seen at the walk-in clinics.</p>	<ul style="list-style-type: none"> <li>● Informing patients when there is a long wait for the walk-in</li> <li>● Offering patients alternative services to attend during busy GP Practice hours</li> </ul>
<p><b>Clinician/ Patient Relationship:</b> Many patients had positive experiences with the care they received from their practices in general. However, numerous patients raised the issue of feeling degraded by some GPs, and felt that their concerns were not listened to during consultation.</p>	<ul style="list-style-type: none"> <li>● Despite initial responses from one practice in particular, many QPP Practices were just beginning to improve their efforts for patient engagement by starting up PPGs, gathering patient feedback from the Friends and Family Test, and responding to comments on NHS Choices. However, QPP Practices have very diverse populations and more proactive community engagement is needed by</li> </ul>

Section 6: Arising Themes in Patient Engagement

	<p>practices to break down barriers.</p>
<p><b>Practice Communication and Frontline Staff:</b> A number of patients commented on having to educate themselves about their own care, and found their practice receptionists were sometimes rude. Many patients recalled being re-directed by frontline staff from one service to another, experiencing a misdiagnosis due to poor communication, and being given incorrect information.</p>	<p>• Ensuring there is up to date patient information in the surgery.</p>



## Section 7: Recurrent Themes and Progress

### Recurrent Themes and Progress for GP Practices in 2015/16

As evidenced, there were a number of themes that came from GP practices via the numerous avenues for patient engagement; some of which crossed over boundaries in North Kensington, South Kensington and Queen's Park and Paddington. These themes included:

- **Clinician/ Patient Relationship:** Patients expressed some concerns about their relationship with the GP and the nurses with regards to:
  1. Not feeling listened to by the nurse or the GP during appointments and
  2. The GP not communicating clearly with information about patient care.

In the last two years, many practices have used their PPGs to improve their relationships with patients, especially in North and South Kensington. However, feedback about not feeling listened to and being regarded negatively within QPP has not been responded to and continues to be an issue for all patients, including for some with English as a second language.

- **Current Progress in 2015/16** - A Best Practice guide for PPGs is being created which includes useful steps to improve the clinician/ patient relationship.

- **Appointment Waiting Times:** Many patients expressed frustrations over waiting for an appointment, citing different reasons for a difficulty in access, such as
  1. Difficulty getting through on the phone to make appointments
  2. Having to then wait for a long time to be seen even with scheduled appointments
  3. Finding it difficult to be seen in urgent situations due to some walk-in clinics always being busy.

Waiting times have been a recurrent issue in the last two years and continue to be an issue for some patients.

- **Current Progress in 2015/16** - Educating patients about taking better care of themselves and their long term conditions, and signposting people to alternative services for assistance such as pharmacies and urgent care centres. Many practices now also offer telephone appointments and earlier opening times.

## Section 7: Recurrent Themes and Progress

- **Practice Communication and Frontline Staff:** Numerous patients shared the difficulties they had had with practice receptionists and not feeling informed by the practice when changes occurred that might affect them. Issues relating to this were
  1. Being given incorrect information about appointments or out of hours services
  2. Admin mix ups with patient files and records
  3. Experiencing rudeness from some practice receptionists.

Practices have improved patient communication somewhat in the last two years, but a lot more needed to be done in terms of customer service training for frontline staff, and further publication of out-of-hours information for patients.

- **Current Progress in 2015/16** - The West London CCG is running a communication plan for advertising out-of-hours services at GP practice level, as well as offering support to practices to provide customer service training to their frontline staff.

Patient Participation Groups (PPGs) have now become a part of all GP Practice core contracts with NHS England as of April 2015. The Care Quality Commission also requires practices to have a PPG and consults with PPG members during every inspection of GP Practices. This new contractual requirement feeds directly into the next steps for the PPG project in 2015/16.



Section 8: Next Steps of the PPG Project 2015/16

## Next Steps of the PPG Project 2015/16

Following the success and learning from the Patient Participation Group Project in 2014/15, the following plans will be implemented for the third year of the project in 2015/16:

- Support PPG members to develop their knowledge as patient representatives including through the commissioning cycle via patient training events.
- Support PPG members to feedback to Healthwatch when new Out of Hospital services are implemented within GP Practices.
- Support PPG members to feedback on GP practice closures and encourage clear communication between practices and their patients.
- Support all 51 Practices to begin, develop, and/or sustain their PPGs through ongoing dialogue with practice managers and patients.
- Continue to host 2 rounds of PPG Area Meetings in North Kensington, South Kensington, and Queens Park and Paddington.
- Continue to engage with seldom heard groups and recruit more community members to their PPGs.
- Carry out targeted outreach in Queens Park and Paddington to ensure more patient voices are heard in regards to their GP Practice experiences.
- Create an online forum for PPG members to get up to date information and to share ideas with each other.
- Ensure that Healthwatch patient engagement noticeboards are installed in GP practices and kept up to date.
- Continue producing quarterly newsletters for PPG members.
- Create a PPG Best Practice Guide for practices and PPG members, to assist PPGs in becoming self-sustaining.
- Continue links with the Whole Systems Integrated Care Patient Panel.



## Section 9: Conclusion

### Conclusion

The landscape of GP Practices and patient engagement has changed significantly over the last two years, moving away from just improvements to the standard services a GP practice provides, and more towards how patients and PPG members can get involved in improving NHS services on a larger scale. In particular, this relates to the new Out of Hospital Service initiative within the West London CCG area, which aims to take 18 services out of the hospital and bring them into the community so that they are more accessible to patients. PPG members will be a valuable resource in providing feedback about how these new services are working at GP Practice level.

Further changes have taken place in the closure of two practices (Milne House and West Two Health), which has had an inevitable impact on other, surrounding practices. Future closures of NHS GP practices include the Sydney Street Surgery (June 2015) and Dr Rose's Surgery (October 2015) in South Kensington. PPGs have a vital role to play in helping to monitor patient feedback during closures and major changes to GP practices and local NHS services. This collaborative working can go some way in ensuring that whole practice populations are listened to and no patient is left without access to primary care services that are convenient and local.

Patients now have more ways than ever to feedback on the services they receive, and feedback used for this 2014/15 report is no exception.

Patient Participation Groups and patient engagement is of immense importance in ensuring that GP practices continue to provide the best service possible that meets the needs of the population, and the PPG Project aims to continue to support this in 2015/16.



## Section 10: Appendix 1

### Appendix 1: K&C and QPP GP Practice Profiles

The 51 GP Practices within the West London CCG area are listed below with their PPG statuses, PPG Reports, Care Quality Commission (CQC) reports, National Patient Survey Results and NHS Choices Reviews where applicable, for the period of April 2014 to March 2015.

#### North Kensington GP Practices

- 1. Barlby Road Surgery, W10 6DZ**  
PPG Status: 13 PPG members, active in 2014-15  
PPG Report 2014-15: <http://www.westlondonpractice.co.uk/wp-content/uploads/2014/11/PPG-Report-Barlby-March-2014-2015.pdf>  
National Patient Survey Results: <https://goo.gl/eJ0G7X>
- 2. Bayswater Medical Centre, W2 3QA**  
PPG Status: No known PPG active in 2014-15  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=38840>  
National Patient Survey Results: <https://goo.gl/6Uyc6m>
- 3. Beacon Medical Centre, W11 1QT**  
PPG Status: 5 PPG members, active in 2014-15  
PPG Report 2014-15:  
<http://www.thepracticebeacon.nhs.uk/website/E87050/files/BeaconPRGReport2015.pdf>  
National Patient Survey Results: <https://goo.gl/KmNnhm>
- 4. Exmoor Surgery, W10 6DZ**  
PPG Status: 8 PPG members, active in 2014-15  
PPG Report 2014-15:  
<http://www.exmoorsurgery.nhs.uk/website/E87733/files/PPG%20Report%202015.pdf>  
National Patient Survey Results: <https://goo.gl/xVVZy9>
- 5. Foreland Medical Centre, W11 4EP**  
PPG Status: 15 PPG members, active in 2014-15  
PPG Report 2014-15:  
<http://www.forelandmedical.co.uk/website/E87706/files/Foreland%20Patient%20participation%20group%20report%202014-15.pdf>  
National Patient Survey Results: <https://goo.gl/m7xksD>
- 6. Golborne Medical Centre, Dr Dathi, W10 5PE**  
PPG Status: 3 PPG members, active in 2014-15  
NHS Choices Reviews:  
<http://www.nhs.uk/services/gp/reviewsandratings/defaultview.aspx?id=37840>  
National Patient Survey Results: <https://goo.gl/icZDnl>



Section 10: Appendix 1

7. Golborne Medical Centre, Dr Ramasamy, W10 5PG  
PPG Status: 10 PPG members, active in 2014-15  
PPG Report 2014-15: [http://www.golbornemedical-drramasamy.co.uk/wp-content/uploads/2015/08/PPG\\_report-2014-15.pdf](http://www.golbornemedical-drramasamy.co.uk/wp-content/uploads/2015/08/PPG_report-2014-15.pdf)  
National Patient Survey Results: <https://goo.gl/uyjR7E>
8. Harrow Road Health Centre, W2 5EH  
PPG Status: 120 virtual PPG members active in 2014-15  
CQC Report: <http://goo.gl/nQLo09>  
National Patient Survey Results: <https://goo.gl/unUOZX>
9. Holland Park Surgery, W11 3SL  
PPG Status: 16 PPG members, not active in 2014-15  
CQC Report: <http://goo.gl/MQipVs>  
National Patient Survey Results: <https://goo.gl/s6eL9r>
10. Lancaster Gate Medical Centre, W2 3ET  
PPG Status: 6 PPG members, active in 2014-15  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=39826>  
National Patient Survey Results: <https://goo.gl/8vYnJg>
11. North Kensington Medical Centre, W10 6NX  
PPG Status: 28 virtual and face to face PPG members, active in 2014-15  
PPG Report 2014-15: <http://www.northkensingtonmedicalcentre.nhs.uk/Ppg.aspx>  
National Patient Survey Results: <https://goo.gl/r9FEMt>
12. Notting Hill Medical Centre, W11 2EH  
PPG Status: 3 PPG members, active in 2014-15  
National Patient Survey Results: <https://goo.gl/saihRr>  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=44792>
13. Pembridge Villas Surgery, W11 3EP  
PPG Status: 13 PPG members, active in 2014-15  
PPG Report 2014-15: [http://www.pembridgevillas-w11.nhs.uk/userfiles/image/PPG\\_REPORT\\_ANNEX\\_D.pdf](http://www.pembridgevillas-w11.nhs.uk/userfiles/image/PPG_REPORT_ANNEX_D.pdf)  
CQC Report: <http://goo.gl/18RTUS>
14. Portobello Medical Centre, W11 2EH  
PPG Status: No known active PPG in 2014-15  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43197>  
National Patient Survey Results: <https://goo.gl/O4l4Ss>
15. Queens Park Health Centre, Dr Nagarajan, W10 4LD  
PPG Status: No known active PPG in 2014-15  
CQC Report: <http://goo.gl/TtNLGi>  
National Patient Survey Results: <https://goo.gl/fvw0QN>

## Section 10: Appendix 1

### 16. St Quintin Health Centre, W10 6NX

PPG Status: No known active PPG in 2014-15

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=37685>

National Patient Survey Results: <https://goo.gl/hqAEkk>

### 17. The Portland Road Practice, W11 4LA

PPG Status: 10 PPG members, active in 2014-15

NHS Choices Reviews:

<http://www.nhs.uk/services/gp/reviewsandratings/defaultview.aspx?id=37417>

National Patient Survey Results: <https://goo.gl/cSFK7O>

### 18. The Surgery, Dr Wijaysinghe, W11 4EG

PPG Status: No known active PPG in 2014-15

CQC Report: <http://goo.gl/CWRNPG>

National Patient Survey Results: <https://goo.gl/3xmp7>

### 19. Westbourne Grove Medical Centre, W11 2SE

PPG Status: No known active PPG in 2014-15

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=39319>

National Patient Survey Results: <https://goo.gl/zsYSuw>

---

## South Kensington GP Practices

### 20. Abingdon Medical Centre, W8 6EG

PPG status: 12 PPG members, active in 2014-15

PPG Report 2014-15:

[http://www.abingdonmedical.co.uk/docs/Abingdon\\_PRG\\_Report\\_Mar2015.pdf](http://www.abingdonmedical.co.uk/docs/Abingdon_PRG_Report_Mar2015.pdf)

National Patient Survey Results: <https://goo.gl/wFdshl>

### 21. Brompton Medical Centre, SW5 0EA

PPG Status: 6 PPG members, active in 2014-15

PPG Report 2014-15:

<http://www.bromptonmedicalcentre.nhs.uk/website/E87746/files/PPG%20Reporting%20Form%20BMC%20-%20Annex%20D.pdf>

National Patient Survey Results: <https://goo.gl/TH0fJf>

### 22. Dr Parameshwaran, SW5 9JA

PPG Status: No known active PPG in 2014-15

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=38468>

National Patient Survey Results: <https://goo.gl/DUXb2E>

### 23. Dr Rose's Surgery, SW3 3JD (NHS Practice closing October 2015)

PPG Status: No known active PPG in 2014-15

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=44208>

National Patient Survey Results: <https://goo.gl/bvdkyz>

## Section 10: Appendix 1

24. Eardley Crescent Surgery, SW5 9JZ  
PPG Status: No known active PPG in 2014-15  
National Patient Survey Results: <https://goo.gl/zAzQNe>  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=38557>
25. Earls Court Health & Wellbeing Centre, SW5 0PT  
PPG Status: 4 PPG members, active in 2014-15  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=35235>  
National Patient Survey Results: <https://goo.gl/bA3zVG>
26. Earls Court Medical Centre, SW5 9AD  
PPG Status: No known active PPG in 2014-15  
CQC Report: <http://goo.gl/VgBwCp>  
National Patient Survey Results: <https://goo.gl/JS2ufg>
27. Emperors Gate Centre for Health, SW7 4HJ  
PPG Status: 5 PPG members active in 2014-15  
National Patient Survey Results: <https://goo.gl/iVBYq8>  
CQC Report: <http://goo.gl/hFd4UI>
28. Kensington Park Medical Centre, W14 8HW  
PPG Status: 3 PPG members, formed in 2015/16  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=38973> National  
Patient Survey Results: <https://goo.gl/XWclAR>
29. Kings Road Medical Centre, SW10 0UD  
PPG Status: 27 online and face to face PPG members, active in 2014-15  
PPG Report 2014-15: <http://www.westlondonpractice.co.uk/wp-content/uploads/2014/11/PPG-Report-Kings-Road-Medical-Centre-March-2014-2015.pdf>  
National Patient Survey Results: <https://goo.gl/H681GE>
30. Knightsbridge Medical Centre, SW1X 0ET  
PPG Status: 17 PPG Members, active in 2014-15  
CQC Report: <http://goo.gl/DJMqkv>  
National Patient Survey Results: <https://goo.gl/jeQub3>
31. Redcliffe Surgery, SW10 9DT  
PPG Status: No known active PPG in 2014-15  
National Patient Survey Results: <https://goo.gl/u3Dv1H>  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=41179>
32. Rosary Gardens Surgery, SW7 4NQ  
PPG Status: 3 PPG members active in 2014-15  
NHS Choices Reviews:  
<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=36340>  
National Patient Survey Results: <https://goo.gl/8fx7pS>

Section 10: Appendix 1

**33. Royal Hospital Chelsea, SW3 4SR**

PPG Status: 6 PPG members, active in 2014-15

National Patient Survey Results: <http://goo.gl/Ja9wWb>

**34. Scarsdale Medical Centre, W8 5SX**

PPG Status: 44 Virtual PPG members, active in 2014-15

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=44603>

National Patient Survey Results: <https://goo.gl/5WSghf>

**35. The Chelsea Practice, SW3 5RR**

PPG Status: 14 PPG Members, active in 2014-15

CQC Report: <http://goo.gl/6UJ63Q>

National Patient Survey Results: <https://goo.gl/mD4yKl>

**36. The Good Practice, SW10 0LR**

PPG Status: No known active PPG in 2014-15

National Patient Survey Results: <https://goo.gl/lweWgt>

CQC Report: <http://goo.gl/8qtQof>

**37. Scarsdale Villas Surgery, W8 6PR**

PPG Status: No known active PPG in 2014-15

National Patient Survey Results: <https://goo.gl/M42NCO>

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=38791>

**38. The Surgery, Boreham & Rowley, SW7 2SU**

PPG Status: No known active PPG in 2014-15

National Patient Survey Results: <https://goo.gl/Gn5ZaC>

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=39062>

**39. The Surgery, Dr Maini, SW3 6PX (CLOSED JUNE 2015)**

PPG Status: No known active PPG in 2014-15

National Patient Survey Results: <https://goo.gl/hntZZI>

**40. Kynance Practice, SW7 4QS**

PPG Status: PPG active in 2014-15

National Patient Survey Results: <https://goo.gl/7lottz>

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43638>

**41. The Surgery, Stanhope Mews West, SW7 5RB**

PPG Status: 20 PPG members active in 2014-15

National Patient Survey Results: <https://goo.gl/UbYzTy>

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=40134>

Section 10: Appendix 1

## Queens Park and Paddington GP Practices

**42. Queens Park Health Centre, Dr Ahmed, W10 4LD**

PPG Status: No known active PPG in 2014-15

National Patient Survey Results: <https://goo.gl/5bzXLC>

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=39079>

**43. Queens Park Health Centre, Dr Lai, W10 4LD**

PPG Status: 6 PPG members active in 2014-15

National Patient Survey Results: <https://goo.gl/Tlq4Gf>

CQC Report: <http://goo.gl/64OcJK>

**44. Half Penny Steps, W10 4RE**

PPG Status: 6 PPG members active in 2014-15

National Patient Survey Results: <https://goo.gl/tjxW7F>

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43570>

**45. Shirland Road Medical Centre, W9 3JJ**

PPG Status: 7 PPG members active in 2014-15

PPG Report 2014-15:

[http://www.shirlandroadmedicalcentre.nhs.uk/fileadmin/user\\_upload/public\\_files/ppg/reports/ppg-report-2014-15.pdf](http://www.shirlandroadmedicalcentre.nhs.uk/fileadmin/user_upload/public_files/ppg/reports/ppg-report-2014-15.pdf)

CQC Report: <http://goo.gl/6rBmoA>

**46. The Elgin Clinic, W9 3QT**

PPG Status: Virtual PPG active in 2014-15

National Patient Survey Results: <https://goo.gl/B8bX0f>

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=35167>

**47. The Garway Medical Practice, W2 6HF**

PPG Status: 14 PPG members active in 2014-15

PPG Report 2014-15:

[http://www.garwaymedical.nhs.uk/cms\\_uploads/Garway%20PPG%20report%202014-2015.pdf](http://www.garwaymedical.nhs.uk/cms_uploads/Garway%20PPG%20report%202014-2015.pdf)

CQC Report: <http://goo.gl/q6SNqF>

**48. The Health Centre, Dr Srikrishnamurthy, W10 4NJ**

PPG Status: 100 virtual PPG members active in 2014-15

PPG Report 2014-15: <http://574healthcentre.org.uk/2015/03/patient-participation-group-report-2014-15/>

CQC Report: <http://goo.gl/GpTVo3>

**49. The Meanwhile Garden Medical Centre**

PPG Status: No known active PPG in 2014-15

NHS Choices Reviews:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=41514>

National Patient Survey Results: <https://goo.gl/LTFEGa>

## Section 10: Appendix 1

### 50. The New Elgin Practice, W9 2AF

PPG Status: 21 virtual and face to face PPG members, not active in 2014-15

National Patient Survey Results: <https://goo.gl/DW300o>

NHS Choices Reviews:

<http://www.nhs.uk/services/gp/reviewsandratings/defaultview.aspx?id=40687>

### 51. Colville Health Centre, W11 1PA

PPG Status: No known active PPG in 2014-15

National Patient Survey Results: <https://goo.gl/1deyky>

CQC Report: <http://goo.gl/nql35o>



Section 11: Appendix 2

## **Appendix 2: Resources for Patients and PPGs**

Patient Participation Groups are becoming increasingly important to improving health and social care services, and a number of resources have been produced to help facilitate patient engagement.

- Want to find out more about Patient Participation Groups or other ways to engage as a patient in Kensington & Chelsea, or Queens Park and Paddington? Then contact the Patient Participation Officer for Healthwatch Central West London on 0203 235 0008 or email [olivia.danso@hestia.org](mailto:olivia.danso@hestia.org) !
- Join your Patient Participation Group and print this poster to tell your fellow patients about your PPG! <http://goo.gl/JMDkGK>
- NHS England have released a new report detailing what patients should expect from their GP Practice and how new services will be delivered.  
<http://www.england.nhs.uk/london/wp-content/uploads/sites/8/2015/03/lndn-prim-care-doc.pdf>
- The Royal College of General Practitioners have created a webpage dedicated to their Patient Partnership Group, with some useful resources for PPGs more widely. <http://www.rcgp.org.uk/policy/rcgp-policy-areas/patient-engagement-patient-partnership-group-ppg.aspx>
- The National Association for Patient Participation has created a pack for PPGs involved in PPG Awareness Week.  
<http://www.napp.org.uk/Patient%20Participation%20Awareness%20Pack%202015.pdf>
- Healthwatch Swindon have created a Framework for PPGs.  
[http://www.healthwatchswindon.org.uk/sites/default/files/ppg\\_framework\\_june\\_2015\\_0.pdf](http://www.healthwatchswindon.org.uk/sites/default/files/ppg_framework_june_2015_0.pdf)
- Healthwatch Hounslow and Hounslow CCG collaborated to run a workshop on Transferring Access to Primary Care.  
<http://www.hounslowccg.nhs.uk/media/55519/report-on-march-2015-transforming-primary-care-workshop.pdf>



Section 12: Appendix 3

## Appendix 3: Patient Engagement Opportunities

### Healthwatch Central West London

Healthwatch Central West London is an independent charity and membership organisation working to ensure the public voice counts when it comes to shaping and improving local health and care services. Members receive weekly updates about local health and social care news in their area, invites to a number of project groups we run, and a copy of our newsletter and upcoming dates for meetings.

- Visit <http://healthwatchcwl.co.uk> or email [healthwatchcwl@hestia.org](mailto:healthwatchcwl@hestia.org) / telephone 0208 968 7049 for more information.

### Patient Reference Group

This is a group consisting of local patients, representatives from local charities and community groups, and representatives from the West London Clinical Commissioning Group. This is an opportunity for all groups to update on what is happening locally, to hear from the West London Clinical Commissioning Group about upcoming projects, and a way to provide the Clinical Commissioning Group with direct feedback from patients and local groups.

- Email [Kalwant.Sahota@inwl.nhs.uk](mailto:Kalwant.Sahota@inwl.nhs.uk) or telephone 0203 350 4356 to register your interest in attending the next Patient Reference Group Meeting.

### Patient Seminars

These are seminars run jointly by Central London and West London Clinical Commissioning Group. Each seminar looks at a different topic and invites speakers to present on those topics (such as inspections, care.data and finance within the NHS), and give attendees the chance to ask questions and have discussions. This group is open to Patient Reference Group members and patients who belong to a Patient Participation Group.

- Email [Kalwant.sahota@inwl.nhs.uk](mailto:Kalwant.sahota@inwl.nhs.uk) or telephone 0203 350 4356 to register your interest in attending the next seminar

