



## Patient Participation Group (PPG)

PPGs offer views on a GP's services from the patients' perspective. To deliver high quality services it is important that GP Practices involve patients and the public in making decisions and evaluating services.

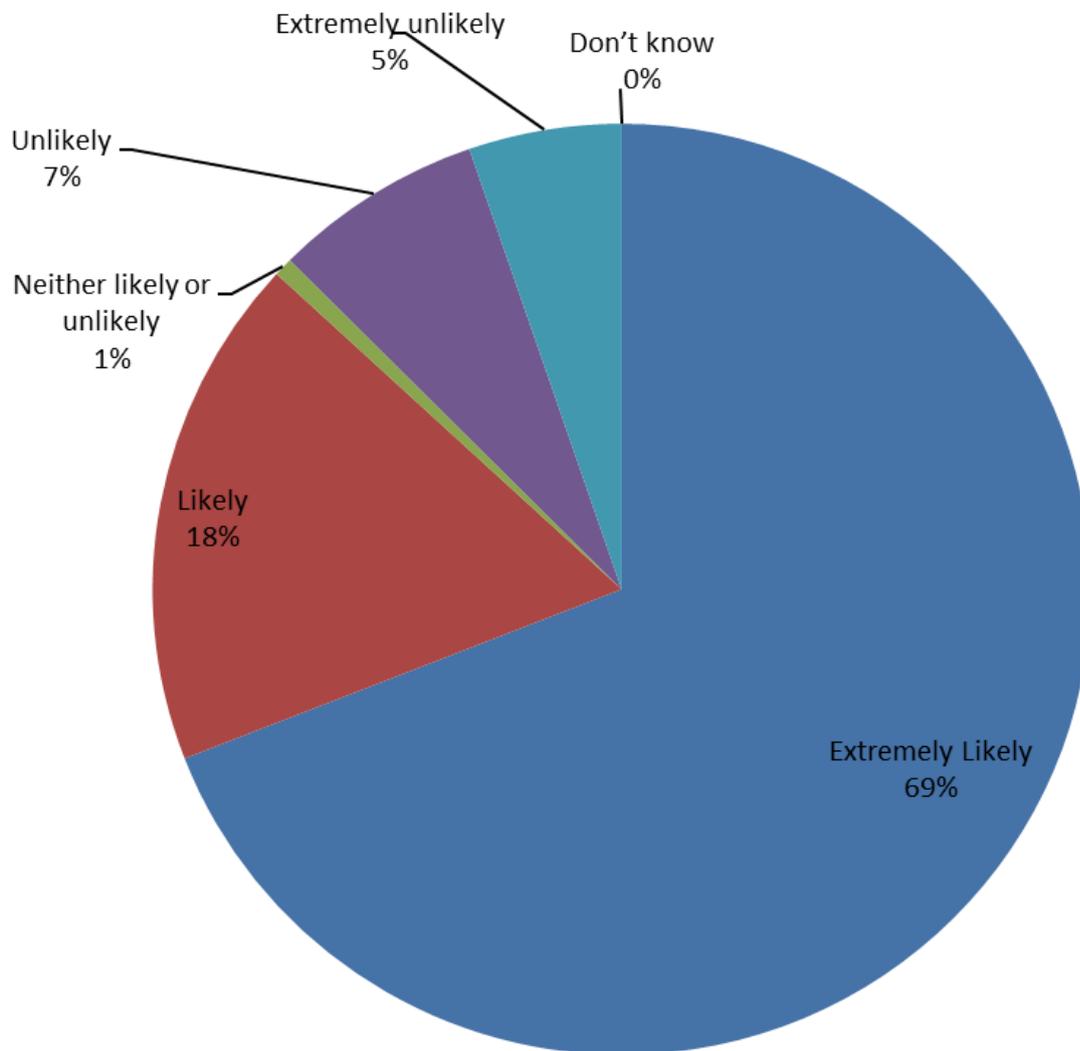
PPGs are defined as 'constructive critical friends' within the practice environment, to ensure that services are responsive to patients' needs and that they improve over time. Every PPG is unique and evolving to meet local needs. They carry out research, hold health awareness and information events, support the practice in its dealings with other bodies, and carry out patient surveys.

Most commonly they find out what patients think, and meet regularly with the Practice Manager, GPs and other staff, to identify improvements and sometimes contribute towards carrying out changes. These meetings also provide support to individual patients, helping them to make informed decisions about managing their health conditions, and show people where to find additional services and support in the community.

## Inside this issue

- Friends and Family
- Crisis Tackling Homelessness
- Brent Food Bank
- Surgery News

## Friends and Family Results November 2022



87%  
of patients who responded to our survey would be **extremely likely** or **likely** to recommend our GP surgery



## Crisis Skylight Brent Tackling Homelessness

The average age of death for people experiencing homelessness is 46 for men and 42 for women.

People sleeping on the street are almost 17 times more likely to have been victims of violence. More than one in three people sleeping rough have been deliberately hit or kicked or experienced some other form of violence whilst homeless.

Homeless people are over nine times more likely to take their own life than the general population.

If you need support, you can self-refer by emailing [enquiries.brent@crisis.org.uk](mailto:enquiries.brent@crisis.org.uk) or by calling 0208 965 2561. Crisis support people from Brent and neighbouring boroughs who are experiencing homelessness or at risk of homelessness.

**Crisis Skylight Brent** - Unit 2, Ajax Building, 16a St Thomas's Road, London NW10 4AJ

**Opening hours**—Monday to Friday 10am – 4pm (please note, on Fridays our offices are closed to visitors from 1pm). Please call before attending to ensure that you will be seen on the day.





We don't think anyone in our community should have to face going hungry. Brent Foodbank will provide three days' nutritionally balanced emergency food and support to local people. They are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

#### **Call the local helpline**

Please call 020 8937 6792 (open 11am – 3pm) to speak to a Brent Hubs' adviser.

Brent Hubs is a referral partner of Brent Foodbank, who will be able to offer you support and advice, and issue you with a food voucher if necessary.

#### **or alternatively...**

#### **Call the free national helpline**

If you are in financial crisis and live in England or Wales, please call our free national helpline, Help through Hardship, on **0808 2082138** for free (open Monday to Friday, 9am-5pm, closed on public holidays) to talk confidentially with a trained Citizens Advice adviser. They can help address your crises and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they'll issue you with a voucher so you can get an emergency food parcel from your local food bank.

## Chalkhill Family Practice Surgery News

- We are pleased to announce that we have changed our phone system due to ongoing technical difficulties with the previous system. Our new telephone number is 020 3836 5030. All calls are now recorded.
- We have employed 2 part time administrators who are supporting the surgery with both administration and reception duties.
- We are part of the Central PCN Group who support surgery's with GP access. The PCN have allocated our patients a full time pharmacist, a dedicated pharmacist for our nursing home and housebound patients, dietician, social prescriber, health and well being coach and a physiotherapist.
- Evening and weekend appointments are available via GP access hubs and again this is to help patients with GP access. This service is managed by K&W Healthcare. Sites are based at Wembley Centre for Health and Care, Kingsbury Health and Wellbeing and Lonsdale Medical Centre.
- The surgery will be closed every Thursday from 12.30pm-1.30pm for staff training and development. We apologise for any disruption this may cause. We believe that training and development is an essential part of our job and this will help us to provide all our patients with a safe, effective, responsive and a well led service.
- eConsultations have all been triaged within 48 working hours of submission. They are currently triaged by the Central PCN Pharmacist who will book and signpost patient to the most appropriate service according to clinical priority. This is also managed by the Central PCN team.
- We have downloaded new software called eConsult lite as we are aware that not all our patients are able to submit eConsultations. This is an online platform where the receptionist will complete the template on behalf of the patient and then the request/query is treated exactly how we manage the eConsultations.
- We are no longer sending flu reminders, however, patients are still welcome to request the vaccine by phone, econsult or in person.
- We are closed for Christmas/Bank Holiday's which this year falls on Monday 26th December 2022, Tuesday 27th December 2022 and we are closed on Bank Holiday Monday 2nd January 2023

**Wishing you all peace joy and very good health for the holiday season and beyond !**



Merry Christmas



Season's Greetings



Happy Holidays



Chalkhill Family Practice

113 Chalkhill Road

Wembley

London

HA9 9FX

Tel: 020 3836 5030

[www.chalkhillfamilypractice.nhs.uk](http://www.chalkhillfamilypractice.nhs.uk)