

# The Patient Participation Group (PPG) Newsletter

Hammersmith & Fulham

**ISSUE 4**

**Welcome Readers!**



My name is Heather and welcome to the Autumn edition of your local Patient Participation Group Newsletter!



## Knowledge is Power

In September, with the General Medical Council we held an interactive workshop to empower people with the following information:

### Accessible Information Standard

The Equality Act 2010 says that all service providers must make “reasonable adjustments” to support disabled people - including providing information in “an accessible format”.

- \* What to expect from Doctors
- \* What information patients can find out about Doctors
- \* How Doctors are regulated and
- \* What their responsibilities are to make things right if things go wrong



There was an opportunity for patients from different PPGs to network and interest from others wanting

to find out more about PPGs.



Turn over to page 2 for;

- \* GP Online services
- \* What the General Medical Council does
- \* Dates of interest
- \* Our contact details at Healthwatch Central West London

By law (section 250 of the Health and Social Care Act 2012), all organisations that provide NHS care or adult social care must have been following the Standard in full since the 31st July 2016.



The Accessible Information Standard applies to - and

therefore must be implemented and adhered to by - all providers of NHS services and publicly-funded adult social care.

[www.england.nhs.uk/ourwork/accessibleinfo/](http://www.england.nhs.uk/ourwork/accessibleinfo/)



## PPGs

If it's something that could be important to patients and you want them to know about it then ask at your GP Practice when the next meeting is.



Healthwatch  
Central West  
London

New staff:

Guy Stevenson  
Director

Helen Mann  
Programme  
Manager

Pam Bardouille  
Engagement  
Coordinator



## Stay Informed!



Formerly called Patient Online Services, means that you can book/cancel your GP or Nurse appointments, order repeat prescriptions and look at selected parts of your health record.

More information can be found on the NHS Choices website [www.nhs.uk/pages/home.aspx](http://www.nhs.uk/pages/home.aspx) or ask at your GP Practice.

Don't be put off if you experience any of the following:

- \* If there is an issue about logging on contact your GP Practice
- \* Contact your GP Practice if you are anxious about checking to prove who you are as there are various options to do this
- \* There is help with how to use a computer at [Learn My Way 0800 77 1234](#), [Age UK 0800 169 6565](#) or [ask at your local library](#)
- \* Some copies of Frequently Asked Questions are available at your GP Practice

General Medical Council

**An independent organisation** that helps to protect patients and improve medical education and practice across the UK.

- \* They decide which doctors are qualified to work and oversee medical education and training
- \* They set standards that doctors need to follow throughout their career
- \* They take action to prevent a doctor from putting the safety of patients or the public's confidence in doctors at risk

Check out the List of Medical Registered Practitioners on the GMC website at

[www.gmc-uk.org/doctors/register/LRMP.asp](http://www.gmc-uk.org/doctors/register/LRMP.asp)

## Dates of interest

### Movember—Men's Awareness Month

1st—30th November 2016

Raising awareness of Prostate and Testicular Cancer as well as mental health well-being.



### International Men's Day

19th November 2016

Focussing on men's and boys' health.



### Missing out? Know your rights as a carer

25th November 2016

 [020 7378 4999](tel:02073784999)



## Contact details

 [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)

 [info@healthwatchcwl.co.uk](mailto:info@healthwatchcwl.co.uk)

 @HealthwatchCWL

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Central West London

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