

## PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

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Email: [ealccg.ppe@nhs.net](mailto:ealccg.ppe@nhs.net)

Website: [www.ealingccg.nhs.uk/get-involved/patient-participation-groups](http://www.ealingccg.nhs.uk/get-involved/patient-participation-groups)

### NEWS

**“Help us help you get the treatment you need”**

**NHS urges public to get care when they need it**



While NHS staff have pulled out all the stops to deal with coronavirus, the NHS is still there for patients without coronavirus who need urgent and emergency services for stroke, heart attack, and other killer condition. We would like to assure you that it is safe to access care.

#### Frequently asked questions

Here are some questions and answers that we hope will be useful for you.

#### 1. What should I do if I need medical help during this time?

If you need medical help, the NHS is still here for you.

- If you need urgent medical help, use the NHS 111 online service.
- If you cannot get help online, call 111. If it's a serious or life-threatening emergency, call 999.

- If you are told to go to hospital, it is important that you do so.

#### 2. Can I still contact my GP?

- You can still get help from your GP practice.
- You can contact them for assessment either online, through an app, or by phone.
- You should continue to attend your appointments, unless you have been told not to do so.

#### 3. What should I do if I need to order a prescription or repeat prescription?

To help us to keep supplying medicines to everyone who needs them, please only order repeat prescriptions in your usual quantities at the usual time.

- You can order your repeat prescriptions on the NHS App and through your GP surgery or pharmacy's online service, where available.
- If you need to collect a prescription and you have coronavirus symptoms or are self-isolating at home, please arrange for a friend, relative or volunteer to collect the prescription for you.

#### 4. Are routine vaccinations still available for me and/or my child during this time?

It is important that you and your children still have routine vaccinations. They protect against serious and potentially deadly illnesses and stop outbreaks in the community.

If the person needing vaccination has coronavirus symptoms or is self-isolating because someone in the household is displaying symptoms, please contact your GP practice for advice.

#### 5. I am having treatment for cancer and I am worried about getting the virus

If you have a symptom that you are worried about, you must contact your GP practice.

Your clinician will discuss with you the benefits of starting or continuing your cancer treatment against the increased risks of contracting coronavirus.

#### **6. I think I might be having a heart attack, what should I do?**

If you think you or a family member are suffering with the symptoms of a heart attack you must dial 999 immediately.

If you or a family member develop symptoms such as heavy or tight chest pain that may spread to your arms, neck or jaw, or make you breathless, sick, sweaty or light-headed and that doesn't go away, this could be caused by a heart attack. Dial 999 immediately.

#### **7. I think I might be having a stroke, what should I do?**

If you think you or a family member are suffering with the symptoms of a stroke you must dial 999 immediately.

You can spot the symptoms of a stroke by using the FAST test:

- Face - is the face drooping / fallen on one side? Can they smile?
- Arms - can they raise both arms and keep them there?
- Speech - is it slurred?

If you see any of the symptoms stated above please call 999.

#### **8. I am pregnant, should I still be attending my antenatal appointments?**

If you are pregnant it is important that you still attend your antenatal appointments and continue seeking advice from your midwife or maternity team.

If you are worried about your health or the health of your unborn baby, please contact your midwife or maternity team.

#### **9. I need medical advice about my baby/child, how can I get help?**

If you are worried about the health of your baby or child, please call 111.

If it is a serious or life-threatening emergency, please call 999.

#### **10. I am concerned about my/my child's mental health, where can I get help?**

The NHS is here to support your mental health during the coronavirus pandemic, as well as your physical health.

If you are concerned about the mental health of your child, please contact your GP or check online self-referral options for under 18 years olds at:

[www.nhs.uk/conditions/stress-anxiety-depression/](http://www.nhs.uk/conditions/stress-anxiety-depression/)

If you are facing mental health issues contact your GP or key worker, if you have one, and continue to access your mental health services as usual. We are also still open for new referrals, via your GP or online.

If you are experiencing stress and anxiety, you can get further information, including how to self-refer to psychological therapies at:

[www.nhs.uk/conditions/stress-anxiety-depression/](http://www.nhs.uk/conditions/stress-anxiety-depression/)

If you are facing a mental health crisis, use the NHS 111 online service. If you cannot get help online, call 111.

#### **Support for carers and people with Autism and Learning Disabilities (LD) London NW University Healthcare NHS Trust**

For people with profound learning disabilities and/or Autism who contracts the Corona virus and has to be admitted to the local hospital, carers and families asked what care and support is currently in place. From the point of admission into the hospital, London NW University Healthcare NHS Trust aims to enable patients with a learning disability, Autism or both, to receive a holistic

approach to their treatment, regardless of complexity or severity with or without COVID-19.

Reasonable adjustments which are developed depending on the individual healthcare needs will be put in place. They encourage family/carer to bring or send in patient's "Health Passport" which helps hospital staff to understand better patient's healthcare needs. This will enable staff to provide adequate reassurance and manage each patient with LD and/or Autism effectively.

Where family/carer are not allowed to stay with the patient, regular updates are provided over the phone. iPads might be purchased in future to facilitate video calls. Learning Disability Nurse offers regular support to families and carers and she provides reassurance to families over the phone. The Learning Disability (LD) Nurse continues to work closely with the community specialist team who can provide further support.

The staff encourage carers and families who have access to electronic devices, i.e. iPhone to send them in, so that staff could use these to face time them once a day.

For further support or advice please contact: Chloe Donovan - Lead Nurse for Learning Disabilities & Autism

You can contact LD Nurse by email: [lnwh-tr.acutelearningdisabilities@nhs.net](mailto:lnwh-tr.acutelearningdisabilities@nhs.net) or by phone

Tel: 073 8885 7770/020 8869 5834/Bleep 476

Opening hours for this service are Monday, Tuesday, Thursday & Friday from 08:00 am – 17:00 pm.

### **Ealing Together**

Are you self-isolating due to Covid-19 and need food or additional support?

Worried by a sudden change in your financial circumstances, would like to volunteer or make a donation?

Call the Ealing Together helpline 0208 825 7170  
The helpline is open 9am-5pm Monday-Friday and 10am-4pm Saturday and Sunday.

If you can't get through straight away, please keep trying, as they will help you.

Alternatively show Ealing Together leaflet (attached) to a neighbour and ask them to call on your behalf.

For more information please visit the website [www.ealingtogether.org](http://www.ealingtogether.org)



### **Healthwatch Ealing new service launched on 6 April**

Healthwatch Ealing continues to offer its information and signposting services during this time. The team can be reached by a variety of channels:

Email: [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk)

Telephone: 0203 886 0830

Whatsapp: 07735 549847

The team is also available three times a week on Zoom. During these sessions, they will again offer information and signposting but are keen to hear from members of the public about their health & social care experiences during this time.

To participate in one of these sessions, please call or Whatsapp 07735 549847 and you will be provided with access information. The sessions take place as follows:

Monday 15:00 - 16:00

Wednesday 14:00 - 15:00

Friday 10:00 - 11:00

Feedback on your experiences of health & social care can also be left on the Healthwatch Ealing website: <https://healthwatchealing.org.uk/services/>

## New “Mental Health is My Right”

### Golden Opportunities Skills and Development (GOSAD)

Community organisation based in Southall, GOSAD is starting the “Mental Health is My Right” project for and by Black, Minority, Ethnic and Refugee (BMER) communities. The project offers the following opportunities and interactions;

- Narrative (Story Telling) Therapy: A monthly story telling therapy with Mindfulness.
- Mental Health Navigation: Support to access appropriate mental health services
- Mental Health Advocacy: Impartial support to uphold individual rights when accessing mental health services.

The project is supported by trained volunteers that speak a number of community languages that include; Farsi, Tigrinya, Amharic, Arabic, Punjabi, Urdu, Hindi, Somali and Swahili.

Due to the current outbreak of Coronavirus, GOSAD will only be offering only telephone support to clients until further notice.

For referral and further information about the project please contact GOSAD on

Tel 020 8571 9529 or send an email to [admin@gosad.org.uk](mailto:admin@gosad.org.uk)

For more information please visit their website [www.gosad.org.uk](http://www.gosad.org.uk)



## HEALTH CAMPAIGNS

May 2020

### Children’s oral health

#### Smile month

National smile month is promoted by the charity Oral Health foundation. Campaign branded materials can be purchased from their website.

Change 4 life tooth care leaflets are available from the public health England website.

<https://campaignresources.phe.gov.uk/resources/campaigns/69-top-tips-for-teeth/resources>



### Mental Health Awareness Week 18 to 24 May 2020

Mental Health Awareness Week is all about raising awareness and promoting better mental health. Take a look at our dedicated web page for more information on mental health in the workplace.



**June 2020**

**Carers Week**

**8 to 14 June 2020**

Carers Week is an annual campaign to raise awareness of caring by highlighting the challenges that carers face and recognise the contribution they make to families and communities throughout the UK. Look at our web page about supporting carers in the workplace.

**Carers Week 2020**



**Monday 8 June - Sunday 14 June**

08 - 14 June 2020  
carersweek.org



## WOULD YOU LIKE MORE INFORMATION?

**National Association for Patient Participation (NAPP)**

<https://www.napp.org.uk/>

**Parkinson's UK May Newsletter**



Parkinson's UK.pdf

**Ealing and Hounslow CVS**

Please follow the link below where you will find the latest edition of the Ealing & Hounslow CVS COVID E-news

<https://mailchi.mp/eb5370458252/ealing-covid-19-update-5-may?e=afc2e80029>

**Cervical Screening Awareness Week**

**15 to 21 June 2020**

Around 3,200 women are diagnosed with cervical cancer in the UK each year. More than half of cases in the UK are diagnosed in women aged 45 or under. Cervical screening is the most effective way of preventing cervical cancer across the UK.



## Abbreviations

ECCG-Ealing Clinical Commissioning Group

GOSAD-Golden Opportunities Skills and  
Development

GP-General Practitioner/General Practice

LD-Learning Disabilities

NAPP-National Association of Patient Participation

NHS-National Health Service

PPE-Patient and Public Engagement

PPG-Patient Participation Group

CVS-Community and Voluntary Service

## WE WANT TO HEAR FROM YOU!

[If you have any ideas, suggestions or  
comments on the newsletter](#)

[Please send your contributions to our  
new email address](#)

[Ealccg.PPE@nhs.net](mailto:Ealccg.PPE@nhs.net)

Previous editions of the newsletter can  
be found on our website

[https://www.ealingccg.nhs.uk/news.-  
publications-and-  
policies/publications.aspx?n=6363](https://www.ealingccg.nhs.uk/news.-<br/>publications-and-<br/>policies/publications.aspx?n=6363)