

## **Annual Report 2013 (February 2012 to 31 October 2013)**

Welcome to this the first annual report of the Barnabas Medical Centre Patient Participation Group (barnabas.ppg).

Although this is termed an "annual report" this first report covers the initial 21 months of the PPG's operation, from February 2012 to October 2013 inclusive. Future annual reports will cover calendar years beginning 1 November and should be presented to the PPG AGM around November each year.

This report is presented in a simple "bullet point" style to facilitate quick and easy reading.

### **Summary**

- Overall the PPG has had a very successful first period.
- In its first 21 months the group has grown from nothing to 90 registered patient members of whom about 20 are active.
- Significant work to help the Practice has been undertaken and further projects are under way.
- The group now has to build on these good foundations and grow both in size and activity.

### **PPG Formation and Development**

- In February 2012 the Practice invited a number of patients to attend one of two meetings and to help form the group.
- In October 2012 the present author presented to the Practice and the group proposals for a basic structure and governance of the group by the patients. These proposals were accepted and formed the basis for the PPG's Terms of Reference which were formally agreed in January 2013.
- Also in October 2012 Keith Marshall was elected as PPG Chairman, to serve until the AGM in 2014.
- Following a suggestion by Dr Knight it was agreed the group should also have a Vice-Chairman, and Sennen Chiu was elected in May 2013 and will serve until the AGM in 2015.
- The recruitment of patient members has been a key early activity:
  - The group started in February 2012 with 13 patient members
  - A further 22 patient members joined the group as a result of a number of half-day recruitment sessions ("PPG Days") during November 2012
  - More "PPG Days" were held in early June 2013 to coincide with Patient Participation Week; these resulted in 41 more members joining
  - Allowing for a trickle of other new members, and the inevitable loss of a small number, at 31 October 2013 the group has 90 registered patient members.
- All members of the Practice staff are members of the PPG and the Ealing CCG PPE also has a standing invitation to meetings.
- During the period being reported there have been 10 meetings of the PPG and over 20 different patients have attended at least one meeting. These 20 are considered to be the active members.
- All PPG meetings are open; all meetings are formally minuted and the minutes posted on the Practice website as well as being sent to all PPG members.
- Where possible the days and times of meetings have been varied to allow as many as possible to attend at least occasionally.
- The Chairman sends (where possible by email) a monthly bulletin to PPG members. This typically contains information about meetings, PPG activity and items of special local healthcare interest.
- The PPG joined the National Association of Patient Participation (NAPP) in April 2013.
- The Practice has agreed to the reimbursement of reasonable expenses incurred on PPG business.
- It is agreed, and documented, that the PPG is a formal part of the Practice organisation, rather than being a separate body, and as such is covered by the Practice's insurance etc.

## Achievements

Over the period of this report the PPG has notched up a number of achievements.

- There is a PPG presence on the Practice website, the group has its own email account and there is a (not yet very active) Facebook group.
- The group helped the Practice with two annual surveys:
  - Initially the group was consulted on the questions used in, and actions resulting from, the first survey in February 2012. Due to the sampling method used the response to this survey was poor.
  - The group determined to improve the response and usefulness of the second survey in February 2013. As well as being consulted on the questions and design, the group managed the administration of the survey by having a presence in the Practice waiting area during the designated survey week; members encouraged (and where necessary assisted) patients to complete the survey and as a result there were over 500 responses. These responses were analysed and reported on by the present author.
- PPG meetings have heard short talks on the 111 service, Ealing Clinical Commissioning Group (ECCG), Crossroads Care West London, the Shaping a Healthier Future hospital consultation and Healthwatch Ealing
- The group has drawn up a list of possible projects which it could undertake
- The group initiated a quarterly newsletter, *Barnabas Bulletin*, for the Practice which is being edited by member Jacqui Piper. Three issues have been produced so far with the fourth due in early December 2013.
- The possibility of volunteers providing transport to the surgery (and possibly local hospitals) for elderly and infirm patients has been looked at. This is a very complex area with many legal and organisational pitfalls. Although the prevailing view is that it is too difficult compared with the benefits, the idea remains under consideration.
- Members Lyn Duffus and Jacqui Piper have recently started work on reviewing and managing the waiting area noticeboards, leaflet displays and magazines for the Practice.
- Noreen Marshall with Sennen Chiu, Sylvia Francis and Sheila Hayles are in the process of setting up a book exchange in the waiting area. The objective is to provide an alternative to magazines for patients to read while they wait and also to help improve both adult and children's literacy.
- A permanent PPG awareness notice is provided in the medical centre
- A section of useful links, for example to local self-help groups, has been established on the Practice website.
- Keith Marshall (Chairman) and Sennen Chiu (Vice-Chairman) attended the NAPP one-day conference in early June 2013. This provided valuable ideas, background and networking.
- The PPG has been represented by Keith Marshall at Ealing LINK (to March 2013) and HealthWatch Ealing (from April 2013), and as a result also at a number of NHS England (London) consultation meetings. At least one other PPG member, Derek Coles, is also an active member of Healthwatch Ealing.

## Looking Forward

The PPG has achieved an excellent start. However the group needs to build on this foundation:

- It is necessary to keep growing the membership and "PPG Days" would seem to be one good way to do this.
- One area where the group can make a difference is by helping the Practice design, administer and analyse the annual patient survey. Work is now starting on the next survey.
- Additional activities depend on volunteers willing to be involved and actively take on projects for the PPG and Practice. Only in this way can the PPG hope to realise some of the excellent ideas which have been suggested and make a real difference to the overall healthcare provided by Barnabas Medical Centre.

Keith Marshall  
Chairman, Barnabas Medical Centre PPG  
3 November 2013