

Annual Chairman's Report 2014 (1 November 2013 to 31 October 2014)

Welcome to this the second annual Chairman's report of the Barnabas Medical Centre Patient Participation Group (barnabas.ppg).

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

Summary

- Overall the PPG is in good shape, with over 80 patient members.
- Significant work to help the Practice and patients has been undertaken during the year and further projects are under way.
- The group has to continue to build on the foundations laid over the last couple of years and grow both in size and activity.

Activities & Achievements

- Current PPG membership stands at 83 patients. This is slightly down on last year as we recently verified the list and removed those patients who have left the practice.
- Our Facebook group, the hub of our virtual group, is very little used and this is an obvious area where we have potential for more members to be actively involved.
- During the year there have been 6 PPG meetings with 16 patient members attending at least one meeting. This is a good participation rate and we are doing much better than some local practices who are struggling to maintain, or even create, an active PPG.
- Unfortunately during the year Sennen Chiu had to stand down as our Vice-Chairman; this role remains vacant.
- Our biggest meeting of the year was in May when Robin Burgess, NHS England (London) Lead for Care.data discussed plans for care.data and Summary Care Records with an audience which included representatives from a number of other local practices, Healthwatch Ealing and Ealing CCG.
- Other talks during the year have been on Community Pharmacy, NHS 111 and Regenerate-RISE Ealing.
- Our largest activity of the year in terms of man-hours effort was managing the Practice's annual patient survey. Again this year we manned the waiting area during survey week and as a result obtained 552 responses. I undertook the analysis of the data and submitted a report of this to the Partners.
- Latterly a group of members have been working with the Practice on formulation of our Friends & Family Test questionnaire; this work is still ongoing but FFT has to be in place by 1 December.
- Throughout the year Lyn Duffus, assisted in the early part of the year by Jacqui Piper, has put in time to manage the waiting area noticeboards, leaflet displays and magazines.
- Also during the year Noreen Marshall has established the book exchange in the waiting area. This is being well used by patients and the children's book are especially in demand. Many thanks to everyone who has contributed books (and also bookcases) to the project.
- We have continued to manage the Practice's quarterly newsletter, *Barnabas Bulletin*, and have increased the space available by a change of format. Unfortunately Jacqui Piper had to stand down from coordinating the newsletter content and this is currently residing with me; we need a volunteer to take on this work.
- One significant article in Barnabas Bulletin this year was my look at the importance of, and differences between, Summary Care Records and care.data. A slightly revised version of this has subsequently been made available to other local practices, Healthwatch Ealing and the CCG for their use.

- In addition to the abovementioned article I have also presented an analysis of the 2014-15 ESS effect on the way the PPG needs to work with the Practice, and we should expect to see further changes imposed in the 2015-16 GP contract.
- I have continued to provide PPG members with a monthly bulletin of activities, potentially interesting healthcare news, etc. Healthwatch Ealing weekly-ish "flashes" are also being circulated by email as they appear – something I know members find useful.

External Representation

- As Chairman I represent you as an active member of Healthwatch Ealing, and especially on the HWE GP Interest Group. During the year this group has looked at reasons why people are not able to get appointments with a GP – something which is frequently highlighted in the media and in discussion with patients across the borough. As a result of this work the report (which I edited for the group) has made 18 recommendations for further action. The full report can be read at www.healthwatchealing.co.uk/sites/default/files/access_to_gp_services_report_-_march_2014.pdf.
- I have also represented the PPG at a number of other meetings, including the HWE AGM and a CCG consultation on 2015-16 commissioning intentions.
- During the year I have also been working to establish a network of the PPGs in our immediate area (Ealing North North). I'm pleased to report that representatives from five PPGs met on 28 October to initiate the network. This work is ongoing.

Looking Forward

- After an excellent start last year we have maintained the momentum this year. However the group needs to continue to build on this foundation.
- We need to keep growing the membership to ensure we are representative of the Practice population as a whole, and in order to get more active members. The need to grow will mean an investment of time in "outreach" activities.
- We have already agreed to pilot a Saturday Coffee Morning at the Medical Centre; Lyn Duffus and Jacqui Piper are working towards this for early 2015. If this is successful then we can look at extending this and perhaps including in it from time to time a PPG meeting.
- We should also schedule further "PPG days" when we can promote the PPG to those coming into the Practice.
- The book exchange has been so successful that this should continue, although Noreen does need a continual supply of books, especially for young children. And Lyn's management of the noticeboards etc. is a piece of work we can continue to save reception staff doing.
- When required, I'm sure we will also continue to help the Practice with the design and implementation of the FFT questionnaire.
- With FFT in place there is now no requirement for the practice to run a patient survey. However patient feedback is still required and we may need to assist with this. The Coffee Mornings mention above are one avenue, but there may possibly be a need for the PPG to run our own survey during 2015 – we need to keep an eye on this as a possibility.
- Added to this we must keep in mind the upcoming changes to the 2015-16 GP contract which will again change the relationship between the Practice and the PPG, if only subtly.
- 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 major difference to the overall healthcare provided by Barnabas Medical Centre.

Finally I must express thanks to all the members, and others, who have given their time to the PPG during the year and to our doctors, nurses and practice staff for looking after us so well. Thank you!

Keith Marshall
Chairman, Barnabas Medical Centre PPG
1 November 2014