

Annual Chairman's Report 2015 (1 November 2014 to 31 October 2015)

Welcome to the third 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 90 patient members.
- Significant work to help the Practice and patients has been undertaken again this year and further projects are being planned.
- The group now has good foundations on which to build and grow.

Activities & Achievements

- Current PPG membership stands at 90 patients; slightly up on last year.
- Our Facebook group, with just 7 members, is very little used and has to be an obvious area for expansion.
- During the year there have been 6 PPG meetings with 20 patient members attending at least one meeting. Each meeting has had representation from one of the GP partners (with all four partners attending at least once) and from the Practice Management team. This is a good participation rate compared with many other local PPGs.
- The Practice was inspected by CQC in February and the inspectors talked with several PPG members.
- Two members, Malcolm & Jean Corey, have continued to help the practice by talking about patient perspectives with our GP trainees on placement.
- During the year we held two Saturday coffee mornings. Although not hugely well attended we did gain a handful of new members and raised some money for the book exchange. If we can find a way of making the coffee mornings more popular and useful, while not placing a burden on Practice staff, they would seem to be worth continuing.
- Other talks during the year have been from Dr Parmar on the Prime Minister's Challenge Fund, Out of Hospital initiatives and extended hours access; member Ewa Siwec on the cultural barriers to accessing healthcare in the UK, with a particular emphasis on the differences from Poland; and from myself on the 2015-16 GMS contract and how it may affect the working of the PPG.
- Again our largest activity of the year was conducting a patient survey during PPG Awareness Week (early June). Again we manned the waiting area during survey week, although less intensively than before, and gathered 219 responses. I undertook the data analysis and submitted a report of this to the Partners.
- Throughout the year Lyn Duffus has continued putting in time to manage the waiting area noticeboards, leaflet displays and magazines.
- Also during the year Noreen Marshall has managed the book exchange in the waiting area. This is being well used by patients and the children's book are especially in demand; there is a high turnover of books so many thanks to everyone who has contributed books (and money) to the project – more please!
- We have continued to manage the Practice's quarterly newsletter, *Barnabas Bulletin*. The role of coordinator is still with me; we need a volunteer to take on this work.
- 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.

- All our meetings are open to all Barnabas patients, carers and staff. One new instigation is a "Share & Exchange" slot at each meeting where members can update the group on activities they have been involved in on behalf of, or to help, the PPG or Practice.
- Late in the reporting year NAPP asked us to help road-test a "Quality Framework" for PPGs which they are developing with NHS England. Lyn Duffus and I undertook this and provided some robust feedback to NAPP on what we see as many serious errors of focus and expectation.

External Representation

- As Chairman I represent you as an active member of Healthwatch Ealing with a special interest in primary care.
- As a consequence of this I was asked during the year to serve as a HWE patient representative on Ealing CCG boards managing the Out of Hospital and PMCF contracts.
- During the year my work to establish a local PPG network has borne fruit as Ealing CCG and HWE have now formally established Area PPG Networks across the borough. I, and others, have spent a lot of time building the Ealing North North PPG Network, which I have been asked to chair. One of the early actions from the ENN PPG Network was to run an awareness session on dementia in June. You can expect to see more such initiatives as the PPG Network develops. Noreen Marshall has also represented the PPG at the ENN PPG Network.
- I have also represented the PPG at a number of other meetings, including the HWE Annual Public Meeting in July, where I was accompanied by Noreen Marshall and Ewa Siwec; a GMC focus group on updating remedial actions against poorly performing doctors; Ealing GP Federation focus group on the sue of pharmacists in General Practice.
- I was also asked to advise the new Ealing CCG PPE on PPGs and especially the ENN PPG Network.

Looking Forward

- We have maintained our momentum this year and should now be well placed to continue to build on some solid foundations.
- However we need to keep growing the membership and strive to be as representative as possible of the Practice population as a whole. To this end we must schedule further "PPG days" when we can promote the PPG to those coming into the Practice, especially during PPG Awareness Week.
- The book exchange has been so successful that this is probably now a fixture, although Noreen does need a continual supply of books, especially for young children.
- Lyn's management of the noticeboards etc. is a piece of work we can continue to save reception staff doing.
- With FFT in place there is now no requirement for the practice to run a patient survey. However patient feedback is still required (and useful) so we should assume we will be asked to manage a survey at some point during the year.
- Our September meeting having looked at both the Practice's and PPG's priorities for the coming 12-18 months, we will be working to expand these priorities into actual work activities.
- Building and growing, as we need to, mean running additional activities. And additional activities depend on volunteers willing to be involved and actively take on projects. 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 the Practice.
- Through all this activity we need to be supporting the Practice, especially if there is finally funding available for the two additional consulting rooms. We also need to help the Practice drive to improve services and efficiency (partly through the online facilities) and by helping to push the boundaries on behalf of patients.

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

Thank you!

Keith Marshall
Chairman, Barnabas Medical Centre PPG
1 November 2015