

Chairman's Annual Report 2016 (1 November 2015 to 31 October 2016)

Welcome to the fourth Chairman's Annual Report of the Barnabas Medical Centre Patient Participation Group (barnabas.ppg).

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

Summary

- Although in some ways this has been a quiet year for the PPG useful work to help the Practice and patients has been undertaken.
- Overall membership of the PPG stands at 89 patients.
- The group is in a good position to continue to build and grow.

Activities & Achievements

- Current PPG membership stands at 89 patients; just one fewer than last year.
- Our Facebook group has only 10 members. Although it is little used, Ewa Siwiec has put in significant effort to make this a more useful resource. Thanks, Ewa!
- During the year there have been 6 PPG meetings with 21 patient members attending at least one meeting. This is a good participation rate compared with many other local PPGs.
- Every PPG meeting has had representation from the Practice management team and five of the six meetings were attended by one of the GP Partners, with each of the four partners attending at least once.
- The 2015 AGM elected Stan Owen as the PPG's Vice-Chairman, although due to health issues Stan has not been able to be very active.
- With the reopening of the Greenwood pub it was hoped we may have a useful new meeting venue which would allow us to hold both PPG meetings and events such as coffee mornings without placing additional burdens in the Practice staff. However on investigation this looks unlikely due to the probable cost involved.
- During the year we have had three talks. In May we invited the new management team from Boots Oldfields Circus to discuss with us improvements they're making to the branch's service. In March Practice Nurse, Henny Shanta told us about the nurse's role and in September Angela Hemingway talked about the varied and important work done by the Reception team.
- Again, our largest activity of the year was conducting a patient survey for the Practice during PPG Awareness Week in early June. As before, we manned the waiting area for as much of survey week as we could; just two mornings were not covered due to there not being sufficient members available. The survey gathered over 330 responses; these were analysed and a report submitted to the Practice.
- Throughout the year Lyn Duffus (with some assistance from both me and Noreen Marshall) has continued to manage the waiting area noticeboards, leaflet displays and magazines. As a part of this the noticeboards have been revamped with an area devoted to the PPG. Thank you, Lyn!
- Noreen Marshall continues to manage the book exchange in the waiting area. Thanks, Noreen! This is well used by patients with cookery books and children's books especially in demand. There is a high turnover of books and Noreen tries to circulate what is on display, so many thanks to everyone who has contributed books (and money) to the project – please keep them coming.
- We have continued to manage the Practice's quarterly newsletter, *Barnabas Bulletin*. Jacqui Piper had hoped to be able to resume the coordinator role, but was unable to, so it remains with me until there is another volunteer to take on the work.
- I have continued to provide PPG members with a monthly bulletin of activities, potentially interesting healthcare news, etc. Healthwatch Ealing "flashes" are also being circulated by email as and when they appear.
- Our focus on the Practice's and PPG's priorities has proven useful, and should continue.
- Early in the reporting year we reviewed our governance documentation.
- All meetings remain open to all Barnabas patients, carers and staff.

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External Representation

- As Chairman I started this year representing you as a member of Healthwatch Ealing. However in late 2015 I had to withdraw from this due to conflicting pressures.
- I was also a HWE patient representative on Ealing CCG boards managing the Out of Hospital and PMCF contracts, but this too I had to relinquish.
- Several of us, from various Practices, spent time continuing to build the Ealing North North PPG Network, which I chaired.
In March the ENN PPG Network hosted an information session on Clinical Pharmacists in General Practice.
At the June AGM of ENN PPG Network I decided not to seek re-election as its Chairman and as no-one else was prepared to take on the role the group is not currently functioning.
Noreen Marshall and Stan Owen have also represented the PPG at the ENN PPG Network.
- I continue to represent the PPG on the Ealing GP Federation's Patient Reference Group.

Looking Forward

- Although it has been relatively quiet this year, we are well placed to continue to building the PPG.
- To do this we need to keep growing our membership and extending our diversity so we are as representative as possible of the Practice population as a whole. This means we need to run PPG information sessions where we can promote the PPG to those coming into the Practice. Coffee mornings, or similar activity, and developing our Facebook presence should also help.
- Our regular meetings will continue to include occasional talks; it is intended that over time we have someone from each of the teams within the Practice talk about their role.
- The book exchange is 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.
- It is important that, as you requested, we get the Boots management team to attend another meeting and update us on the progress they are making to turn round the local branch.
- Despite FFT, 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.
- We must continue to focus on the Practice's and our own priorities for 2017-18 and beyond.
- As pointed out last year, building and growing, as we need to, means running additional activities. And additional activities depend on having willing volunteers (individually or in small teams) to actively take on projects. Only in this way can the PPG 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 must continue to support the Practice, especially as it now seems the long-planned extension to the Medical Centre may come about – the construction period will be particularly disruptive for everyone.
- We also need to help the Practice increase use of the online facilities *etc.* and to push the boundaries on behalf of patients.
- **Our overall goal should continue to be to work with the Practice to help them achieve an OUTSTANDING CQC rating.**

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
2 November 2016