

Chairman's Annual Report 2017 (1 November 2016 to 31 October 2017)

I am pleased to present the fifth 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

- This has felt like a quiet year for the PPG, however much has been done to help the Practice and patients.
- Overall membership of the PPG is 104 patients at 31 October.
- The PPG remains in a good position to build and grow, although to do so we need more active members and volunteers.

Activities & Achievements

- Current PPG membership stands at 104 patients, up 15 on last year. However as the year ended we started an exercise to validate our membership list, so this number is expected to fall significantly.
- Our Facebook group has just 13 members. Usage is light but several of us, lead by Ewa Siwec, continue to add to the group to make this a more useful resource.
- During the year there have been 5 formal PPG meetings and one social meeting. 15 patient members have attended at least one formal meeting – a good representation rate compared with many PPGs, although continuing to lack in diversity.
- All five formal PPG meetings had representation from the Practice management team. However it is regrettable that only two meetings were attended by one of the GP partners (in both cases Dr Parmar). All meetings remain open to all Barnabas patients, carers and staff.
- The 2016 AGM elected Sennen Chiu as Vice-Chairman, although due to family and health priorities Sennen has not been as active as he would have wished.
- Our August meeting was an informal social event at the Greenwood pub and the members' desire is that this becomes an annual event.
- During the year we have had three talks. In April Neha Unadkat, Deputy MD of Ealing CCG, talked to the group about current NHS developments. In June Matt Edwards talked about the role of the Practice Manager and the October meeting was joined by Boba Rangelov, Ealing CCG's PPE.
- Again, our largest activity during the year was conducting the Practice's patient survey. This year, in order to reduce the stress on volunteers, the survey was spread over five days, one per week, during June. The waiting area was manned for as many opening hours as possible with just a couple of sessions missed due to a lack of volunteers. The survey gathered over 400 responses; these were analysed and a report submitted to the Practice.
- Feedback from the Practice is that the annual survey is the most helpful tool in forward planning and our efforts to facilitate the survey are greatly appreciated.
- Resulting from our work on the survey, I was asked to talk to Grove House Practice Manager & PPG Chairman to share our experiences of running the survey.
- Regular, roughly monthly, "Meet the Patients" sessions have been held in the waiting area. The intention is to talk to patients about the PPG and our work, and to answer questions. This has proven useful and has been responsible for most of the increased membership.
- In a new initiative members have been asked to contribute their experiences, hint and tips of undergoing particular procedures or treatments. The idea is that these be made available, anonymously via the practice website, to help others about to embark on the same treatments.
- Towards the end of the year it became obvious that many members were very unhappy with the quality of NHS communications and patient engagement efforts. As a consequence a resolution was passed asking that local NHS (and other social & healthcare providers) improve their communications. This has been forwarded to the local NHS management and Healthwatch Ealing.

- During the year several members have been involved as “guinea pigs” in helping with the training of medical students at the Practice.
- Throughout the year Lyn Duffus, Noreen Marshall and I have continued managing the waiting area noticeboards, leaflet displays and magazines.
- Noreen Marshall also continues to manage the book exchange in the waiting area. 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 to the project – please keep them coming.
- We have continued to manage the Practice’s quarterly newsletter, *Barnabas Bulletin*. This work remains with me until there is another volunteer.
- I have continued to provide PPG members with a monthly bulletin of activities, potentially interesting healthcare news, etc.
- Our focus on our priorities through 2018 continued and remains a regular topic for discussion.
- We have been disappointed at the reluctance of Boots Oldfield Circus management team to engage further with the PPG in discussions on improving their service.
- Finally we should record the death of member, and former Vice-Chairman, Stan Owen in April. Noreen Marshall and I represented the PPG at Stan’s funeral. We again send our condolences to Lyn Duffus and all Stan’s family and friends.

Looking Forward

- We are well placed to continue building the PPG, which the Practice sees as one of our priorities. To do this we need to keep growing our membership and extending our diversity to best represent the Practice population as a whole. This means we need to continue to run “Meet the Patients” events to promote the PPG. Social activity, and developing our Facebook presence should also help.
- Our regular meetings will continue to include occasional talks; it remains the intention to have someone from each of the teams within the Practice talk about their role.
- The book exchange is a fixture, although Noreen does need a continual supply of books, especially for young children. Monetary donations would be equally welcome.
- Management of the noticeboards, leaflets & magazines is work we can continue to save reception staff doing.
- We should continue to monitor Boots Oldfield Circus and feedback any concerns to the Practice.
- The Practice so values the annual patient survey we should assume we will be asked to continue to manage this. However covering a full five days is becoming increasingly hard as willing volunteers are ageing and having to withdraw from helping, with few new volunteers coming forward.
- We must continue to focus on the Practice’s and our own priorities for 2018 and beyond. There is a special need to focus on self-care and to champion technology developments, including the use of the online facilities. As a critical friend we must continue to push the boundaries on behalf of patients.
- The establishment of a range of patient experience hints and tips should continue as valuable knowledge sharing and a contribution to patients’ healthcare
- Building and growing 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 through the adjustment to Dr Knight’s retirement and the general NHS uncertainties.
- **Our overall goal should continue to be to work with the Practice to help them achieve OUTSTANDING ratings at the next CQC inspection.**

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.

Finally we send huge thanks to Dr Knight for his many years caring for us. We wish him a long, well-deserved and happy retirement.

Keith Marshall
Chairman, Barnabas Medical Centre PPG
8 November 2017