

Chairman's Annual Report 2018 (1 November 2017 to 31 October 2018)

I am pleased to present the 2018 Chairman's Annual Report of the Barnabas Medical Centre Patient Participation Group (barnabas.ppg).

Summary

- This has been an intermittently busy year for the PPG, with much being done to help the Practice and patients.
- Overall membership of the PPG is 40 patients at 31 October.
- As in previous years, 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 40 patients. This is a large reduction from last year as in November/December 2017 we revalidated all the membership and asked them to confirm their membership. Nevertheless we gained nine members during the year.
- Our Facebook group has just 21 members. Usage is light but Ewa Siwiec and I continue to add healthcare articles to the group to make it a more useful resource.
- During the year there have been 5 formal PPG meetings and one social meeting. 18 patient members have attended at least one formal meeting – a good representation rate compared with many PPGs, although greater ethnic and age diversity is to be desired.
- 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.
- Our August meeting was an informal social event at the Greenwood pub. We hope to continue this as an annual event.
- The 2017 AGM elected Phyllis Stubbings Vice-Chairman, although due to family and health priorities Phyllis has not been as active as she wished.
- During the year our meetings had three visits from Ealing CCG representatives. Boba Rangelov (CCG PPE) came along in October to update us on CCG activities. In December and April we had visits from Lindsay Topham (then the CCG's Self-Care Development Officer) who talked about self-care, volunteer champions and the Health Help Now application.
- Our April and June meetings were preceded by Open Forum sessions. The first was with the Practice's Clinical Pharmacist, Paresch Virji who spoke about his role and answered our questions. In June we hosted a talk about London's Air Ambulance and invited patients and staff from other local practices; this was poorly attended and resulted in a group decision not to hold further Open Forum sessions with external (to the Practice) speakers. Nonetheless £120 was raised for London's Air Ambulance.
- Our largest activity during the year was conducting the Practice's patient survey. Again this year, to reduce the stress on volunteers, the survey was spread over five days, one

per week, during June. Due to a lack of volunteers the waiting area was manned only during 0900-1200 and 1400-1700 on survey days, and even so an odd session was not covered. We still collected over 300 responses; these were analysed and a report submitted to the Practice.

- As well as analysing data from the Practice's survey I also looked at the latest MORI GP Patient Survey data. Analysis of that data for Barnabas against results for the local area, Ealing CCG and England showed the Practice to be highly regarded by the patients and performing well..
- During the year we held nine "Meet the Patients" sessions in the waiting area. These enable us to talk to patients about the PPG and our work, and to answer questions. This is often useful and generates some new members. Thank you to Noreen Marshall for being the mainstay of this work. More volunteers are needed to ensure this is sustainable.
- During one of the "Meet the Patients" sessions three of us made a start on trying to clear the rubbish from under and behind the waiting area seating; this proved to be a much bigger task than we expected. While not glamorous work this is another small thing which the PPG can do to help the Practice. More work is needed.
- Support for PPG Awareness Week (in June) included the Open Forum session with London's Air Ambulance, a survey session and two "Meet the Patients" sessions.
- I have had eight meetings with our Practice Manager, Matt Edwards, during the year. We aim to hold these meetings roughly monthly but inevitably greater pressures often intervene. These meetings are an essential channel of communication between Practice and PPG, at which PPG activity and wishes, and Practice plans and updates are discussed.
- Ewa Siwiec, Phyllis Stubbings and Sennen Chiu have represented the PPG at various NHS consultation and communication events.
- Throughout the year Lyn Duffus, Noreen Marshall and I have continued managing the waiting area noticeboards, leaflet displays and magazines – all of which have been given a "spring clean" during the year.
- Noreen Marshall also managed the book exchange in the waiting area. This continues to be 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 vary what is on display. 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*.
- We regularly review progress against our priorities, both in PPG meetings and in my meetings with the Practice Manager. Although not everything we raise is achieved or acted upon there has been significant progress over the year.
- Our governing Terms of Reference were reviewed and updated in January, and our membership form was revised to comply with the latest data protection regulations.
- During the year we joined NAPP's new "Group of 100". This is a group of PPG representatives who undertake to provide quick outline thoughts on healthcare and patient participation questions posed to us via NAPP. So far we have been involved with three requests.
- In March I met with the new Chairman of Elthorne PPG, who asked for my advice to help them restructure and relaunch.

Looking Forward

- We are well placed to continue building the PPG, but 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.
- Management of the noticeboards, leaflets & magazines is work we can continue to save reception staff doing.
- 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. Our ability to support this work depends on new members and new volunteers.
- Early in 2019 we will be focussing on setting our priorities for the two years from April 2019 (*ie.* 2019-21). This has to reflect both the wishes and availability of PPG members and the work the Practice would like us to undertake.
- There is a special need to help patients focus on self-care and the use of the various online facilities. Now that the NHS wi-fi is working in the waiting area we should spend time demonstrating to patients the Practice website, online services, the Health Help Now app and NHS111 online. The help of members with a laptop, tablet or smartphone would be appreciated.
- As a critical friend of the Practice we must continue to push the boundaries on behalf of patients.
- 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 are suggested and make a major difference to the overall healthcare provided by the Practice.
- And of course we must continue to support the Practice, with both large projects and small pieces of low priority work.
- 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 all our doctors, nurses and practice staff for continuing to look after us so well. Both my experience, and the feedback I receive, indicate that we really do have the best, most helpful and friendliest team in the area.

Keith Marshall
Chairman, Barnabas PPG
16 November 2018