

## Chairman's Annual Report 2019 (1 November 2018 to 31 October 2019)

I am pleased to present the 2019 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 especially across the summer, 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, although we do need more active members and volunteers.

### Activities & Achievements

- Current PPG membership stands at 40 patients. We gained two new members during the year.
- Our Facebook group has now grown to 26 members. Usage remains 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 five formal PPG meetings and one social meeting (in August). 16 patient members have attended at least one formal meeting.
- 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 GPs, especially as meeting days and times were changed to make it easier for clinical staff to attend. All meetings remain open to all Barnabas patients, carers and staff.
- At the beginning of the year the members spent quite some time considering the PPG's priorities for the financial years 2019-20 and 2020-21. We regularly review progress against these priorities, both in PPG meetings and in my meetings with the Practice Manager. While many of the current outstanding items are on hold as they depend on major improvement activity by the Practice, we are making progress in helping the Practice move forward.
- 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 and early July. Due to a lack of volunteers the waiting area was manned only during 0900-1200 and 1400-1700 on survey days. Nevertheless we collected over 300 responses, which 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 published in July. 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.
- One activity suggested by the Practice was the creation of a list of local facilities, aimed essentially at anyone new to the area but also to be useful to longer term residents. This turned out to be much larger than originally anticipated. Since its launch in June this has been so well received that there have been two reprints and an update.

- In April, CQC inspected the Practice and I was pleased to be able to talk with the Inspectors and emphasise, on behalf of the patients, the overall excellence of the Practice.
- Our June meeting was preceded by an Open Forum session with the Practice's Clinical Pharmacist, Paresh Virji. Those present found this session extremely useful.
- During the year we held around a dozen "Meet the Patients" sessions in the waiting area. These enable us to talk to patients about the PPG and our work, to answer questions and to demonstrate GP online services. This is often useful and generates some new members. Once again, thank you to Noreen Marshall for being the mainstay of this work. More volunteers are needed to ensure this is sustainable.
- Support for PPG Awareness Week (in June) included the Open Forum session mentioned above, a survey day, a "Meet the Patients" session and the release of our list of local facilities.
- Support for Self-Care week in November 2018 took the form of 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.
- Throughout the year Lyn Duffus, Noreen Marshall and I have continued managing the waiting area noticeboards, leaflet displays and magazines.
- Noreen Marshall also manages the book exchange in the waiting area. This continues to be well used by patients, with cookery books and children's books being especially popular. There is a high turnover of books and Noreen tries to vary what is on display. Many thanks to everyone who has contributed books during the year.
- Alongside the book exchange in the waiting area we provide drawing pads and easy puzzles for children.
- We have continued to manage the Practice's quarterly newsletter, *Barnabas Bulletin*.
- I have continued to provide PPG members with a monthly bulletin of activities, potentially interesting healthcare news, *etc*.
- Ewa Siwiec and I have represented the PPG at various NHS consultation and communication events.
- In July I was invited to help Ealing CCG review their website, and subsequently to comment on the GP practices website template. During the year I have also reviewed a number of documents for the CCG.
- We continue to be a part of NAPP's "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. This year there was only one request.
- Early in the year our Vice-Chairman, Phyllis Stubbings, regretfully had to drop out of the group due to family issues.

#### Looking Forward

- The PPG is well placed to continue representing patients to the Practice, but to do this as effectively as possible we need to keep growing our membership and extending our diversity. This means we need to continue to run "Meet the Patients" events to promote the PPG; *Barnabas Bulletin*, the survey, our Facebook presence and the book exchange are also important.

- We should continue to focus on our 2019-21 Priorities and as a critical friend of the Practice we must continue to push the boundaries on behalf of patients.
- Our regular meetings should continue to include occasional talks; several topics have been proposed for 2020.
- The Practice continues to value the annual patient survey so we should assume we will be asked to run this again in 2020. However covering all the sessions is becoming increasingly hard as several volunteers have withdrawn from the team due to age or work commitments. Our ability to support this work depends on new members and new volunteers.
- The book exchange is a fixture, although Noreen does need a continual supply of books, especially cookery books and children's books.
- Management of the noticeboards, leaflets & magazines is work we can continue to save reception staff doing.
- There is a continuing need to help patients focus on self-care and the use of the various online facilities. The "Meet the Patients" sessions is one good channel for this, however more volunteers are required if these sessions are to be sustainable.
- Our governance documents are due for review in early 2020.
- Following the establishment of the North Greenford & Perivale (NGP) Primary Care Network (PCN) we look forward working with other PPGs in the area and reforming a network PPG.
- We should stand ready to assist the Practice through the planned alterations to the waiting area *etc.*
- As observed in previous years, 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, as well as supporting the Practice with both large projects and smaller pieces of work.
- Our overall goal should continue to be working with the Practice to achieve OUTSTANDING ratings at CQC inspections.

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.

We should also send our best wishes and grateful thanks to Theresa Fitzgerald, formerly Deputy Practice Manager, who retired in the summer after many years service to the Practice.

Keith Marshall  
Chairman, Barnabas PPG  
9 November 2019