

## Chairman's Annual Report 2021 (1 November 2019 to 31 March 2021)

I am pleased to present the 2021 Chairman's Annual Report of the Barnabas Medical Centre Patient Participation Group (barnabas.ppg).

At the 2020 governance review it was agreed to realign the PPG reporting year with the NHS year which commences on 1 April. Hence, exceptionally, this report covers an extended period.

### Summary

- Apart from the first three months, this has been an exceptionally strange period due to the Covid-19 pandemic. In consequence pretty much all activity has been put on hold.
- While a plan is being produced for activity in the two years commencing 1 April 2021, many of the activities will depend on both the easing of Covid-19 pandemic restrictions and on the available PPG volunteers.

### Activities & Achievements

- Current PPG membership stands at 34 patients – down six from the last annual report, mainly as the membership list was checked by the Practice to ensure the listed members were still registered patients/carers.
- Our Facebook group has 28 members. Usage remains light but we continue to add relevant healthcare articles to the group.
- In early 2020 we reviewed our governance documents. As part of the review it was decided to realign the PPG reporting year with the NHS reporting year which starts on 1 April. As a result this report covers an extended period, and the tenure of the officers was similarly extended.
- Due to the Covid-19 pandemic and associated restrictions, almost all PPG activity has been curtailed pending a return to some approximation to normal. This includes: face-to-face meetings; "Meet the Patients"; book exchange; magazines & leaflets; noticeboards; Practice's annual patient survey; *Barnabas Bulletin*.
- After a hiatus following the January 2020 face-to-face meeting, we recommenced formal PPG meetings in September 2020 using Zoom. As a result we held two face-to-face and four video meetings. Eleven patients attended at least one meeting. All meetings remain open to all Barnabas patients, carers and staff.
- Every formal meeting has been supported by the Practice admin team, however only one was attended by a clinician (Nurse Nikki Onoufriou). This is despite our continued efforts to find a meeting time and day to suit the Practice.
- We have also run informal, 30 minute, video meetings roughly every two weeks since April 2020; a total of 24 meetings in all. This has enabled a small number of members to keep in regular social contact and share important news.
- Towards the end of the reporting year time has been spent considering the PPG's priorities for the two years beginning 1 April 2021. While it is important we have a plan, this has to be flexible as it will need to accommodate both the ongoing Covid-19 situation and the small number of PPG volunteers available.
- The *Local Facilities List*, aimed essentially at anyone new to the area but also to be useful to longer term residents, has continued and been updated twice during the reporting period. We would like this to be added to the Practice website.
- At our last face-to-face meeting in January 2020 we had a short talk from Practice Nurse Nikki Onoufriou on the minor surgery service run by Dr Kooner with her assistance.

Email: [barnabas.ppg@gmail.com](mailto:barnabas.ppg@gmail.com)

Facebook: [www.facebook.com/groups/barnabas.ppg/](https://www.facebook.com/groups/barnabas.ppg/)

Chairman: Keith Marshall; 020 8864 7993

- Prior to Covid-19 restrictions Lyn Duffus, Noreen Marshall and I continued managing the waiting area noticeboards, leaflet displays and magazines. Noreen Marshall also managed the well-used book exchange in the waiting area. Again it is hoped to be able to reinstate these facilities when restrictions permit.
- Two issues of the Practice's quarterly newsletter, *Barnabas Bulletin*, were published prior to Covid-19. This has now been suspended until restrictions and distribution allow.
- I have continued to provide PPG members with a monthly bulletin of activities, potentially interesting healthcare news, etc. In it I have also attempted to provide balanced scientific and patient-orientated information on the current Covid-19 situation.
- I represented the PPG at two Ealing CCG PERF meetings; unfortunately these ceased following the June 2020 meeting.

### Looking Forward

- A plan for PPG activity during 2021-23 is being finalised. However the plan has to be flexible, and will change over time, as many of the desired activities depend critically on both the Covid-19 situation and the PPG volunteers available.
- As always, to continue to be an effective patient voice to the Practice, we need to keep growing our membership (and especially active members) and extending our diversity. This may be assisted by rebranding and relaunching the PPG with a name which is more meaningful to patients – some thought should be given to this.
- Our 2-monthly formal PPG meetings should continue as video meetings until such time that face-to-face meetings can resume. Similarly our 2-weekly informal video calls should continue at least while Covid-19 social restrictions are in place.
- The Practice continues to value the annual patient survey, and have asked that we jointly investigate conducting a survey later in 2021 using an online (or similar) methodology.
- As mentioned above, it is hoped that a large part of the suspended activity can recommence when restrictions permit.
- It is to be hoped that the PPG can continue to be represented at the Ealing CCG PERF (or whatever replaces it following the CCG reorganisations). We also look forward to engagement with the North Greenford & Perivale (NGP) Primary Care Network (PCN).
- We should be open to running and/or attending relevant virtual or socially distanced events as the need arises.
- Most importantly, as a critical friend of the Practice we must continue to push the boundaries on behalf of patients in order to make a difference to overall healthcare, as well as supporting the Practice with both large projects and smaller pieces of work.
- Ultimately 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 this period and to all our doctors, nurses and practice staff for continuing to look after us so well in especially trying circumstances. Both my experience, and the feedback I receive, continue to indicate that we really do have the best, most helpful and friendliest team in the area.

It was with sadness we learnt of the death of Jean Corey in April 2020 (not due to Covid-19). Jean had been a stalwart member of the PPG since its inception and is much missed. We send our condolences to Malcolm and all Jean's family.

Finally, but not least, we send our best wishes and grateful thanks to Practice Nurse Anna Wan, who retired in early 2021 after many years service to Practice and patients.

*Keith Marshall*  
Chairman, Barnabas PPG  
21 April 2021