

Chairman's Annual Report 2022

(1 April 2021 to 31 March 2022)

I am pleased to present the 2022 Chairman's Annual Report of [Barnabas Patient Voices](#), the Patient Group for Barnabas Medical Centre.

Summary

- This has been another abnormal year due to the Covid-19 pandemic. Nevertheless the lower level of activity has enabled a number of review and revision opportunities.
- While a plan was produced for activity in the two years commencing 1 April 2021, many of the activities do depend on both a return to normality following Covid-19 and on the available volunteers. In that light plans have to remain flexible.
- Meanwhile regular meetings have continued.

Activities & Achievements

- Current group membership stands at 69 patients (36 directly joined plus 41 members of the Facebook group; including an overlap of 8 members who belong to both). The membership list was checked by the Practice in late 2021 to ensure all listed members were registered patients or carers of the Practice.
- Use of the Facebook group remains relatively light, although the group is an important channel for members to feed back their concerns. We continue to add relevant healthcare articles and updates to the group. Thanks to Jacqui Piper for her assistance in administering the group.
- One place where the Facebook group came to the fore was in highlighting issues with long queue times on the phone system.
- In early 2022 we updated our governance document; the changes were mostly cosmetic. It was agreed that the next review should be in 3 years time.
- As last year, due to the Covid-19 pandemic much of the group's desired activity has remained curtailed pending a return to some approximation to normal.
- The 2-monthly formal group meetings continued using Zoom. Just 7 patients attended the 6 meetings at least once. The low attendance is due to (a) a number of members being unable or unwilling to use Zoom and (b) the timing of meetings during the working day. All meetings remain open to all Barnabas patients, carers and staff.
- Every formal meeting has been supported by the Practice Manager. However despite our continued efforts to find a meeting time and day to suit the Practice, only one meeting was attended by clinicians: Paresh Virji (Clinical Pharmacist) and Sandip Sodha (Pharmacy Technician) attended the March 2022 meeting to discuss repeat prescriptions and drug reviews. Our thanks to Paresh and Sandip.
- We have continued to run informal, 30 minute, Zoom calls; initially roughly every two weeks but reducing to monthly from January 2022. Despite varying the day and time, these calls have not been well attended, but they have enabled a small number of members to keep in irregular social contact and share important news.

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- The plan for the two years beginning 1 April 2021 was finalised early in the reporting year. It is important there is a plan, however it has to be flexible in order to accommodate both the ongoing Covid-19 situation and the small number of available volunteers.
- The first significant part of the current plan was to look at the group's branding. Accordingly it was decided to rebrand the group as [Barnabas Patient Voices](#). This was felt to be more meaningful to patients as it better reflects what we do, compared with "Patient Participation Group". The rebranding was completed in September 2021.
- As part of the rebranding a group website was built. While this is still being enhanced it does contain all the group's documentation and leaflets, useful information items, and links to key (local) resources. It is also a weblog of items of topical interest, group announcements and events. Some of the website material is copied to the Facebook group. Suggestions and contributions of content are always welcome.
- The *Local Facilities List*, aimed essentially at anyone new to the area, but also useful to longer term residents, has continued and been updated twice during the year. This is generally felt to be a valuable resource.
- Our series of articles on patient experiences of undergoing particular treatments or procedures is intended to provide hints, tips and reassurance for others awaiting or considering such treatments. Articles are slowly being added to this series as they become available. Again, contributions are always welcome.
- It is pleasing to have been able to reinstate, right at the end of the year, the Practice's quarterly newsletter, *Barnabas Bulletin*. The two year suspension has allowed time to undertake a complete redesign.
- The Members' Monthly Update has continued. This contains summaries of recent, 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, although with the government reducing reporting and restrictions this is becoming harder. Once more, contributions are welcome.
- I must express my thanks to Harsha Mortemore for volunteering as Vice-Chairman despite some significant family challenges. Two brains are definitely better than one!
- Finally, on a more personal note, I have been appointed to the (pilot) Ealing Community Review Panel (ECRP). This is a citizen panel which comments on very early stage planning proposals for Ealing Council. Because most projects examined are not (yet) in the public domain the ECRP activity has to remain confidential; however be assured that I do keep an eye out for healthcare issues across the borough.

Looking Forward

- The plan for activity during 2021-23 needs to remain flexible as many of the desired activities depend critically on both the Covid-19 situation and the available volunteers. It should be assumed that realistically Covid-19 is with us for some time to come and that we will need to adjust accordingly.
- As always, to continue to be an effective patient voice to the Practice, we need to keep growing our membership (especially active members) and extending our diversity. Hopefully this will be assisted by the rebranding, the new name and the website which should be more meaningful for patients.
- Our 2-monthly formal PPG meetings, and monthly informal calls should continue on Zoom until such time that face-to-face meetings can safely resume. If you wish to join these meetings, and/or be actively involved, please contact me (details at the foot of page 1).
- Unfortunately the reliance on Zoom means a small number of members will continue to be left out, something which is far from ideal. Consequently we are always open to suggestions of alternative ways to hold meetings, and suitable meeting days or times, which could enable the group to attract more members and meeting participants.

- The Practice continues to value the annual patient survey (which has not been possible for the last two years), and preliminary work has been started to develop an online survey for the Practice. We hope this online survey can be delivered In the coming year.
- We continue to 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 must be to continue working with the Practice to achieve OUTSTANDING ratings at future CQC inspections.

Concluding Remarks

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 in especially trying circumstances. Both my experience, and the feedback I receive, continue to indicate that we really do have one of the best, most helpful and friendliest teams in the area.

It was with sadness we learnt of the death of Malcolm Corey in December 2021 at the age of 89. Malcolm had been a stalwart member of the group since its inception and active until his last couple of years. He is much missed. We send our condolences to all Malcolm's family.

Finally, but definitely not least, we send our best wishes and grateful thanks to our senior GP, Dr Mohini Parmar who retired in March after 32 years at the Practice. Dr Parmar's dedication, calm focus, superlative care and friendship is going to be greatly missed; she will be a very hard act to follow. We wish her a long, relaxing and very happy retirement.

Keith Marshall
Chairman, Barnabas PPG
7 April 2022