

Barnabas Patient Voices Plan for Period 1 April 2023 to 31 March 2025

Updated: 19/03/2025

Activity	Sub-Activity	Pri	Status	Actions / Progress / Notes
A. Support the Practice				
1. Critical Friend	a. Seek to Improve Practice CQC Rating	H	Ongoing	
	b. Regular Communication of Patient Views & Feedback	H	Ongoing	
	c. Assist with Implementation of New Facilities & Technology	M	Not Started	As & when requested
	d. Encourage Cultural Change	L	Ongoing	
2. Practice/BPV Relationship	a. Discuss Teamwork & Potential with Partner(s) [a]	H	On Hold	Awaiting date
	b. Set up "Joint Working Group" [a] [b]	H	On Hold	Patient Access/Engagement Working group in place
	c. Improve Understanding of Practice Needs & Expectations	H	Active	
	d. Practice Input to this Plan	M	Closed Complete	
3. Communications	a. Liaison with Practice	H	Ongoing	
	b. Regular Chairman/PM Update Meetings	M	Ongoing	
	c. Publish <i>Barnabas Bulletin</i> Quarterly	H	Ongoing	30/10/2024. Changed to 2x yearly 15/03/2025. Changed to publish in April & October
	d. Identify Permanent Editor for <i>Barnabas Bulletin</i>	M	Closed Cancelled	Volunteer required
	e. Encourage Patient Contribution to FFT & GP Patient Survey	H	Ongoing	As restrictions permit for face-to-face Use <i>Barnabas Bulletin</i> , websites etc.
	f. Input to New Practice Website Design	M	Closed Cancelled	Input via Matt
	g. Write Short History of Practice	L	Closed Cancelled	

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A. Support the Practice

4. Practice Events	a. Annual/Quarterly Survey(s) 2023-24	H	Closed Cancelled	With Practice to organise via Accurix / PCN Possible assistance required with data analysis
	b. Annual/Quarterly Survey(s) 2024-25	H	Closed Cancelled	With Practice to organise
	c. Support Flu Clinics (Winter 2023/24)	L	Closed Cancelled	
	d. Support Flu Clinics (Winter 2024/25)	L	Closed Cancelled	
	e. Support Other Events as Requested	L	Not Started	
5. Practice Futures	a. Encourage Practice to Share Future Plans	H	Not Started	Facilitated by 2.b
	b. Discuss Practice Development	H	On Hold	Facilitated by 2.b
	c. Support Practice Development Projects	M	On Hold	Facilitated by 2.b
	d. Encourage Practice to Value & Use Member Skills	M	Not Started	Facilitated by 2.b

B. Patients' Needs & Expectations

1. Needs & Expectations	a. Understand Patient Needs & Expectations	H	Active	
	b. Run Regular "Meet the Patients" Sessions	H	Ongoing	
	c. Improve Patient Expectations	M	Ongoing	As restrictions permit discussions. Also <i>Barnabas Bulletin</i> etc.
2. Address Requested Changes	a. Phone System Queues	H	Ongoing	
	b. Appointment Availability	H	Ongoing	
	c. Face-to-Face Appointments	H	Ongoing	
	d. Phlebotomy Appointments	H	Closed Complete	Good supply; 3 mornings/week
	e. Seeing Preferred GP/Nurse	M	Ongoing	Facilitated by 2.b
	f. Extended Evening & Weekend Opening	M	Closed Complete	Facilitated by 2.b
	g. Making Practice More Approachable	M	On Hold	Facilitated by 1.d and 2.b
	h. Resolve Issues Faster	M	Not Started	Facilitated by 2.b
	i. Video Appointment Availability	L	Closed Cancelled	Practice have no plans; low priority
	j. Repeat Prescription System	L	Closed Complete	Facilitated by 2.b
	k. Approach to Telephone Triage	L	On Hold	Facilitated by 2.b
	l. Walk-in Clinics	L	Backlog	Facilitated by 2.b
	m. GP Recruitment	L	Closed Cancelled	BPV have no control; depends on money, space, applicants

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B. Patients' Needs & Expectations				
3. Waiting Area	a. Facilitate Noticeboard QR Info Pod	H	Closed Cancelled	Practice have given it to PCN, so won't happen
	b. Maintain Book Exchange	H	Ongoing	Now restarted
	c. Maintain Noticeboards, Leaflet Displays	M	Ongoing	Now restarted
	d. Maintain Magazines	L	Closed Cancelled	Practice has vetoed
	e. Maintain Children's Drawing Pads	L	Closed Cancelled	If/when restrictions permit
	f. Suggestions Box [c]	L	Closed Cancelled	If/when restrictions permit
4. Communication & Education	a. Promote/Demo Use of GP Online Facilities	H	Active	2x clinics in PPG Week 2024 Others to be planned
	b. Run Online Sessions about "Using GP Online Services"	M	On Hold	Session needs to be designed, built & advertised
	c. Maintain <i>What's Where Near Barnabas</i>	M	Closed Complete	Twice yearly; next review due c.10/2024
	d. Publish <i>Your Appointment</i> Leaflet	H	Closed Cancelled	Practice not engaging
	e. Expand <i>Treatment Experiences</i> Series	H	Active	Requires volunteers
	f. Improve Understanding of NHS, Self-Care	M	Active	As restrictions permit for face-to-face; online; <i>Barnabas Bulletin</i>
	g. Self-Care Week 2023 (November)	L	Closed Cancelled	
	h. Self-Care Week 2024 (November)	L	Closed Cancelled	
	i. PPG Awareness Week 2023 (June)	M	Closed Cancelled	
	j. PPG Awareness Week 2024 (June)	M	Closed Complete	
	k. Awareness Sessions for BPV & All Patients	M	Ongoing	At every open meeting if possible
5. Other Activity	a. Support Non-Connected Patients	M	Ongoing	
	b. Medicines Amnesty	L	Backlog	Needs engagement with local pharmacies. Practice unwilling.

Activity	Sub-Activity	Pri	Status	Actions / Progress / Notes
C. Group Activity & Governance				
1. NHS etc. Engagement	a. NHS Consultations & Communications	M	Ongoing	As required
	b. NHS Futures for PPGs (Online Group)	M	On Hold	Uncertain of value add; monitor
	c. NHSE PPG Champions Group	M	On Hold	Uncertain of value add; monitor
	d. NHS Surveys	L	Ongoing	As required
	e. NWL ICB Residents Forum	M	On Hold	Uncertain of value add; monitor
	f. Ealing Health & Care Residents Forum	M	On Hold	Uncertain of value add; monitor
	g. NGP Primary Care Network	M	Not Started	PCN not engaging with patients
	h. Healthwatch Ealing	M	Not Started	
	i. NAPP Membership	M	Closed Cancelled	Uncertain of value add; membership cancelled
	j. Patients Association	L	Ongoing	
2. Communications	a. Monthly Members' Bulletin	H	Ongoing	Email members; post to those not online; upload to Facebook & website
	b. Facebook Group	M	Ongoing	
	c. Website, https://barnabasvoices.org.uk	H	Ongoing	
3. Membership	a. Recruit New Members	H	Ongoing	Requires Practice assistance
	b. Recruitment Special Focus: Young People	H	On Hold	Depends on Practice sending out text messages
	c. Recruitment Special Focus: Mothers of Babies & Young Children	H	On Hold	Depends on Practice sending out text messages
	d. Identify More Active/Volunteer Members	H	Ongoing	Requires Practice assistance
	e. Clinicians Identify & Encourage Potential New Members	H	On Hold	
	f. Practice to Text/Email Patients Twice a Year with BPV Info & Reminder	M	On Hold	
	g. 2023 Check Members vs Patient List	H	Closed Complete	
	h. 2024 Check Members vs Patient List	H	Closed Complete	
	i. 2025 Check Members vs Patient List	H	Active	Verify member list vs registered patients; due March

Activity	Sub-Activity	Pri	Status	Actions / Progress / Notes
C. Group Activity & Governance				
4. Meetings	a. Open Meetings 2023 (2-Monthly)	H	Closed Complete	
	b. Open Meetings 2024 (2-Monthly)	H	Closed Complete	
	c. Open Meetings 2025 (2-Monthly)	H	Active	
	d. Informal Calls 2023 (Monthly)	L	Closed Complete	
	e. Informal Calls 2024 (Monthly)	L	Closed Cancelled	
	f. AGM 2023 (May)	H	Closed Complete	Complete 20/05/2023
	g. AGM 2024 (May)	H	Closed Complete	Complete 18/05/2024
	h. Maintain Log of Open Actions	H	Ongoing	
	i. Set 2024 Open Meeting Dates	H	Closed Complete	
	j. Set 2025 Open Meeting Dates	H	Closed Complete	
	k. Make Meetings More Useful	M	Active	How?
	l. Clinician Attendance at Open Meetings	H	On Hold	Regularly requested
5. Governance	a. Officers (Chairman & Vice-Chairman)	H	Ongoing	
	b. Annual Report 2023 (April/May)	H	Closed Complete	Complete 20/05/2023
	c. Annual Report 2024 (April/May)	H	Closed Complete	Complete 18/05/2024
	d. Governance Review	H	Closed Complete	Due early 2025
	e. Develop 2025-2027 Plan	H	Active	Late 2024/early 2025

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Notes

[a] We consider there should be a discussion between BPV and (one of) the Partners to agree approaches to an enhanced relationship. Initial discussion should include:

- GP engagement with BPV.
- Improving teamwork.
- Establishing a quarterly “Joint Working Group”. See note [b]
- Identifying potential BPV members, volunteers & officers.

[Such discussions could in future form part of the work of the “Joint Working Group” itself.]

[b] In order to maximise the BPV impact a small “Joint Working Group” is suggested.

The concept is for a “Joint Working Group” of 2 GPs (or 1 GP, 1 other clinician), 2 BPV members, Practice Manager to meet every 3 months for no more than 1 hour.

Discussion topics should include: stats; changes; feedback; suggestions; joint improvement work; future plans; possible developments; *Barnabas Bulletin* content; surveys; how can BPV add value etc.

The group is **not** intended/expected to discuss confidential information about patients or staff members, or Practice legal/financial data. Thus there need be no issues of confidentiality.

Given trust on both sides this should improve collaboration & teamwork, patient understanding, patient engagement, and help the Practice with planning and to move forward.

[c] Although in the past the Practice has expressed the view that a suggestion box is unlikely to produce anything other than abuse, it ought to be a valuable and visible (if small) addition to patient engagement.

The idea is for a “suggestions box”, managed by BPV, in the (reopened) waiting area. BPV would manage and collate the contributions for feedback to the Practice. Hence this is work the Practice don’t have to do, and abuse they don’t have to suffer, while still reaping the rewards.

This will, however, need careful setup and management to avoid, *inter alia*, conflict with the repeat prescriptions box. It could double up as a repository for paper FFT forms.

Key
Active / Ongoing
On Hold
Not Started
Backlog
Closed Cancelled
Closed Complete
Priorities: H igh, M edium, L ow
[x] = see note x