

Barnabas Patient Voices Suggested Activity for Period 1 April 2025 to 31 March 2027

Updated: 19/03/2025

Key: Active / Ongoing Active but on Hold Pending Start Wishlist & Futures

Priority: High Medium Low

SS	Activity	Pri	Status	Actions/Progress/Notes
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Patients

Patient Engagement	1. Help Make Practice More Approachable	H	Active	
	2. Better Understand Patient Needs & Expectations	H	Active	
	3. Encourage Positive Engagement with NHS & Practice	M	Active	
	4. Recruit New Members	H	Active	
	5. Recruitment Focus: Mothers of Babies & Young Children	H	Hold	
	6. Recruitment Focus: Young People	H	Hold	
	7. Identify More Active/Volunteer Members	H	Hold	
	8. Support Non-Connected Patients (where possible)	M	Active	
	9. Improve Membership Diversity	M	Hold	
	10. Give Card/Flyer to Patients Attending for Vaccination etc.	H	Pending	Supply with reception & in each consulting room
	11. Practice to get Patient Consent to Share Email Addresses	L	Wishlist	Allow BPV to email Patients
	12. Book Exchange in Waiting Area	H	Active	
	13. PPG Awareness Week 2025 (June)	L	Pending	
	14. PPG Awareness Week 2026 (June)	L	Pending	
	15. Raise Money for Practice Facilities	L	Wishlist	
	16. Raise Money for Nominated Charity	L	Wishlist	

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Patient Communication & Education	1. Be the Voice of the Patients to the Practice	H	Active	
	2. Bridge the Gap between Patient Wants & Practice Wants	H	Active	
	3. Help Patients have Realistic Expectations	H	Active	
	4. Improve Patient Understanding of NHS	M	Active	
	5. Help Patients Understand Self-Care & Pharmacy First	M	Active	
	6. Run Regular "Meet the Patients" Sessions	M	Active	
	7. Encourage Patients to Access their Medical Records	M	Hold	
	8. Promote/Demo Use of GP Online Facilities	M	Hold	
	9. Talks at Open Meetings	M	Active	
	10. Establish Support Groups for Long-Term Conditions	L	Wishlist	Needs volunteers & enough members
	11. Encourage Patient Contribution to FFT & GP Patient Survey	H	Hold	
	12. Run & Analyse Practice's Annual Survey	H	Pending	
	13. Maintain Noticeboards & Leaflet Displays	M	Active	
	14. Review Notices on Reception Glass & Lobby Doors	M	Pending	
	15. Produce Quarterly Statistics Poster	M	Active	
	16. Produce Quarterly "You Said, We Did" Poster	M	Pending	
	17. Promote Implementation of QR Info Pod	L	Hold	With PCN
	18. Produce <i>What's Where Near Barnabas</i>	L	Active	
	19. Review BPV Introduction Flyer	M	Active	
	20. Review & Publish "Your Appointment" Leaflet	M	Active	
	21. Expand Treatment Experiences Series	L	Hold	
	22. Maintain BPV Website (https://barnabasvoices.org.uk)	M	Active	
	23. Monthly Members' Bulletin	L	Active	
	24. Redevelop BPV Website	L	Pending	
	25. Facebook Group	L	Active	
	26. Social Media Presence other than Facebook	L	Wishlist	
	27. Self-Care Week 2025 (November)	L	Pending	
	28. Self-Care Week 2026 (November)	L	Pending	
	29. Organise Mass Screening Events (eg. BP)	L	Wishlist	
	30. Investigate Running a Local Healthcare Fair	L	Wishlist	

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Practice

Practice Engagement & Teamwork	1. Be a Critical Friend to the Practice	H	Active	
	2. Work with Practice to Develop the Patient Partnership	H	Pending	
	3. Regular Communication of Patient Views & Feedback	H	Active	
	4. Practice Shares More on Non-Confidential Future Plans	H	Pending	Services, staffing, building
	5. Open Discussion of Practice Challenges & Pressures	H	Wishlist	
	6. Improve Understanding of Practice Needs & Expectations	H	Pending	
	7. Practice Input to BPV Plan	H	Active	
	8. Access & Engagement Group	H	Hold	
	9. Discuss Practice Development	M	Pending	
	10. Discuss Teamwork Potential with Partners	M	Wishlist	
	11. Establish "Joint Liaison Group"	M	Wishlist	
	12. Engage BPV Early in Planning Cycle	M	Wishlist	
	13. Clinician Attendance at BPV Open Meetings	H	Hold	
	14. Regular Chairman/Practice Manager Update Meetings	M	Active	
	15. Clinicians Identify & Encourage Potential New Members	M	Hold	
	16. Practice Text/Email Patients Twice a Year with BPV Info	M	Pending	
	17. Encourage NHS Cultural Change	M	Pending	
	18. Encourage Practice to Value & Use Member Skills	M	Wishlist	

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Service Improvement Focus	1. Encourage Practice Quality Improvement Programme	H	Pending	
	2. Support New Appointment Booking Process	H	Active	
	3. Ability to Book Appointments Online	H	Active	
	4. Focus on Face-to-Face Appointments	H	Hold	
	5. Focus on Appointment Availability / More Appointments	H	Active	
	6. Encourage Implementation of 15 Minute Appointments	H	Pending	
	7. Provide More Phlebotomy Appointments	M	Wishlist	
	8. Walk-in Clinics	M	Wishlist	
	9. More Evening & Saturday Appointments	L	Wishlist	
	10. Focus on Video Appointment Availability	L	Wishlist	
	11. Investigate Recruitment of More Doctors	L	Wishlist	Pointless until more consulting rooms & funding available
	12. Focus on Continuity of Care	H	Hold	
	13. Focus on Seeing Preferred GP/Nurse	H	Hold	
	14. Focus on Approach to Phone & Reception Triage	H	Hold	
	15. Focus on Phone System Queues	H	Active	
	16. Implement a Proper Phone Call-Back System	M	Hold	Depends on PCN new phone facilities
	17. Rewrite & Rerecord Phone Announcement Messages	M	Active	
	18. Provide Phone Number for Texts to Cancel an Appointment	M	Wishlist	
	19. Replace eConsult	M	Pending	With ICB; not expected until at least 2026
	20. Get the Check-In Screen Working (or Remove It)	M	Active	
	21. Focus on Timely Replies to Emails	L	Pending	
	22. Focus on Repeat Prescription System	L	Pending	
	23. Medicines Amnesty	L	Wishlist	
	24. Focus on Resolving Issues Faster	M	Pending	
	25. Assist Review of Translation Facilities, inc. BSL, Braille	M	Wishlist	

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Assist the Practice	1. Seek to Improve Practice CQC Rating	H	Pending	
	2. Support Practice Development Projects	H	Pending	
	3. Assist with Implementation of New Facilities & Technology	H	Pending	
	4. Assist with Practice Quality Improvement/Process Work	M	Pending	
	5. Assist with Practice Savings Targets etc.	M	Wishlist	
	6. Encourage & Support Practice "Coffee Mornings"	M	Wishlist	
	7. Refurbish Waiting Area	H	Pending	
	8. Fix Waiting Area Seating (H&S Issue)	H	Active	
	9. Put a Simple Seat Outside Front Door (as at Bus Stops)	M	Wishlist	
	10. Conduct an Accessibility Audit	M	Wishlist	
	11. Assist with Building Maintenance	L	Wishlist	
	12. Create More Consulting Rooms	L	Wishlist	Where?
	13. Extend the Building	L	Wishlist	Where? How?
	14. Input to Practice Website Design	M	Hold	Awaiting PCN
	15. Support Practice Events & Special Clinics (eg. for Flu Jabs)	M	Pending	
	16. Manage/Publish <i>Barnabas Bulletin</i> for Practice	M	Active	Currently twice a year
	17. Text Patients when <i>Barnabas Bulletin</i> is Published	M	Wishlist	

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Other Activity

External Engagement	1. Represent Patients' Voice Outside the Practice	M	Active	
	2. NGP Primary Care Network	M	Wishlist	
	3. NWL ICB Residents Forum	L	Pending	
	4. Ealing Health & Care Residents Forum	L	Pending	
	5. Healthwatch Ealing	L	Pending	
	6. NHS Surveys	M	Active	
	7. NHS Consultations & Communications	L	Active	
	8. NHS Futures Group	L	Pending	
	9. NHS PPG Champions Group	L	Pending	
	10. Patients Association	L	Active	
	11. NAPP	L	Wishlist	

Governance	1. Governance Documentation	H	Active	
	2. Officers (Chairman & Vice-Chairman)	H	Active	
	3. Annual Report 2025 (April/May)	H	Hold	
	4. Annual Report 2026 (April/May)	H	Pending	
	5. 2025 Check Members vs Patient List	H	Hold	
	6. 2026 Check Members vs Patient List	H	Pending	
	7. Maintain Log of Open Actions	M	Active	
	8. Develop 2027-2029 Plan	M	Wishlist	
	9. Review Governance Documentation	L	Wishlist	Not due until 2028

Meetings etc.	1. Open Meetings 2025 (2-Monthly)	H	Active	
	2. Open Meetings 2026 (2-Monthly)	H	Pending	
	3. AGM 2025 (May)	H	Hold	
	4. AGM 2026 (May)	H	Pending	
	5. Agree 2026 Open Meeting Dates	M	Pending	
	6. Agree 2027 Open Meeting Dates	M	Pending	