

# Whitwick Health Centre, Drs Virmani and Bedi's Practice PPG

## DRAFT Self-appraisal 2019 and Objectives for 2020

### 1. Summary.

Drs Virmani and Bedi's PPG is an active and effective group with a membership of 16, an increase of 3 over last year. We meet every 3 months with the practice manager. When available, one of the medical team attends. The notes of the meetings and agreed actions are recorded, circulated and entered on the PPG section of the practice web site.

This self-appraisal considers 2019 and compares the actions of the group against the PPGs 2019 programme and each of the terms of reference. From this it can be seen that the group is effective in all areas. Section 3 of this document lists the PPGs objectives for 2020.

From the review of the PPG's actions against the terms of reference in section 3, it appears that the main strength of our PPG is having a core of well informed and active members who are prepared to be involved and contribute, not only in the practice, but also the other organisations in the NHS that affect our patients. Thus we have a presence at several Leicestershire NHS meetings, and feed-back information and initiatives to the PPG members and the practice. We are also strong in our liaison with other PPGs and the NWL GP Federation.

We are fortunate that our ideas and views are welcomed by the partners and the whole practice. The partners and Sarah, the practice manager, proactively involve us in practice issues and take forward our concerns and recommendations.

An area in which some other excellent PPGs in Leicestershire usually outperform us is in taking a more proactive role in providing support to patients through initiatives like walking groups, befriending, running coffee mornings, fundraising etc. However, this year we have made an inroad into this issue by holding 6 coffee mornings in the health centre.

### 2. Comparison of the PPG's actions in 2019 against the PPGs 2019 Objectives & Programme

All the objectives set for 2019 PPG programme were achieved. These were:

- *Meet every 3 months and publish the notes of our meetings and actions on the practice website.* The PPG met every 3 months and the notes are on the practice web site, as are last year's self-appraisal.
- *Retain membership numbers at 13 and encourage all members to play an active part in the group in line with our terms of reference.* Membership started 2019 at 12, but increased in spring and ended the year at 16. In order to strengthen the cohesiveness and strength of the PPG we held a summer BBQ and a Christmas lunch for the members.
- *Continue to provide one or more representatives to:-*
  - *Practice appraisal by the CCG*
  - *West Leicestershire PPG network*
  - *CCG AGM*
  - *NWL Locality PPG*
  - *LUCC PEG*
  - *Any other relevant meetings or conferences that we become aware of.*

All the above meetings were attended, except the practice appraisal that has not been carried out by the CCG. Paul also attended 2 meetings with the CCG and 3 other leading PPGs about a survey to share best practice. Roy also attended the Cancer Information Event at Coalville Library on 20.11.2019.

- *Undertake the practice's patient survey of all the patients visiting the practice on a single day. Analyse the comments, identify any issues and discuss appropriate actions with the practice manager to mitigate any problem areas.* Jenny led the survey with 5 other members on 5.9.2019. The survey provided helpful information to support practice development.
- *Write and submit a short health information article monthly for the Whitwick and Thringstone Voice and quarterly for the Thringstone Bauble.* A variety of articles were submitted and published in every edition of both magazines.
- *Organise, fund and run an open health information event and coffee morning to promote physical & social activity.* We successfully organised this and it was held on Saturday 6.7.2019.
- *Support the practice with the plans to build a new health centre.* Paul made representation on this to Spencer Gay and Ian Potter, the Finance and the Primary Care directors of the CCG. He also reviewed the plans & business case and supported Dr Virmani in a difficult meeting with NHS England and the WLCCG.

### **3. Comparison of the PPG's actions in 2019 against the terms of reference**

The PPG's performance against the terms of reference is as follows:

#### **3.1. *Contribute to practice decision-making and consult on service development and provision.***

We have supported firm action to manage patients who did not attend appointments, and reviewed/agreed the practice protocol on managing repeat offenders.

We reviewed and supported the practice's initiatives to stop third party prescribing to reduce medicines waste.

We have supported the practice in their desire to build a new health centre

#### **3.2. *Provide feedback on patients' needs, concerns and interests.***

We arranged a presentation to the PPG and practice manager by the Alzheimer Society on the actions required to make the practice dementia friendly.

#### **3.3. *Challenge the practice constructively whenever necessary.***

We have reviewed some of the practice's standard letters and suggested changes to make them more understandable for patients.

We have also challenged the level of appointments available when locums replace the GPs during holidays.

#### **3.4. *Communicate information about the community which may affect health care.***

We have regularly discussed the needs, demographics and deprivation of the community with the practice manager and clinicians, although they are generally well aware of the issues.

**3.5. Give patients a voice in the organisation of their care.**

We have organised and run a patient survey which highlighted ongoing problems in obtaining urgent appointments and led to extended hours

**3.6. Promote good health and high levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine.**

Karin has written a monthly article for the Whitwick and Thringstone Voice on various health matters. Lou has arranged for some of them to be published in the quarterly Thringstone Bauble.

Jenny, Lou & Mike organised a successful “Exercise event” and coffee morning on Saturday 6 July. It was very well supported by PPG members and practice staff as well as 2 specialist from NWLDC and a an exercise consultant. It was open to all the public in the health centre. Despite publicity in the practice and on social media, the public turnout was lower than we had hoped.

**3.7. Influence the provision of secondary healthcare and social care locally.**

Jenny has attended the NWL Integrated Locality Team Meetings as patient representative and raised issues regarding patient care. Jenny is also a member of the Loughborough Urgent Care Centre’s (LUCC) Patient Experience Group (PEG). She attends their meetings, raises issues and reports on the LUCC PEG meetings to our PPG.

Paul has emailed the CCG’s Director of Primary Care & LLR’s Head of Contracts about issues with 111 and LUCC. These have been followed up with DHU, the service provider.

**3.8. Give feedback to NHS Trusts on consultations.**

Between 2 and 4 of our members have attended all 4 of the West Leics CCG/PPG Network meetings, asked questions of the presenters and fed back responses to the PPG and the CCG.

Karin and Paul attended the West CCG AGM on 26.9.19. where they asked questions and reported back to the PPG.

Paul has given feedback to the NWL GP Federation through the NWL Locality PPG and reported back to our PPG.

**3.9. Liaise with other PPGs in the area.**

Paul attended all 4 NWL Locality PPG in 2019 and played a proactive role sharing best practice with the other NWL PPGs as well as sharing their ideas with our PPG.

**3.10. Appoint a chair and Secretary annually,**

Paul Siddals and Roy Hill were elected chair and secretary on 10.1.19.

**3.11. Attend annual practice appraisal,**

Paul and one other member have attended and actively contributed to the annual practice appraisal since 2013. However there was no appraisal of the practice by the CCG in 2019.

**3.12. Prepare, run and analyse a patient questionnaire.**

Jenny led the 2019 patient survey on 5.9.19 with support from Roy, Lou, Celia, Karin and Paul. The main issues are still getting through on the phone to make urgent appointments and the shortage of GP appointments. Satisfaction with treatments was high, and comments about staff were all positive.

### 3.13 *Contribute to practice action.*

The PPG has supported the practice and patients by running 6 coffee mornings. These have been organised by Sarah S and supported by other PPG members. They have provided some social support for patients and raised £165 for Macmillan Cancer Support and £50 for the Alzheimer Society.

## 4. PPG objectives for 2020

4.1. Meet every three months and publish the notes of our meetings and actions on the practice website.

4.2. Retain minimum membership numbers at 13 and encourage all members to play an active part in the group in line with our terms of reference. Recruit 2 additional members who are IT connected, enthusiastic about the practice and are prepared to take positive actions for the PPG.

4.3. Continue to provide one or more representatives to:-

- Practice appraisal by the CCG or CQC
- West Leicestershire CCG/PPG Network
- WLCCG AGM
- NWL Locality PPG
- LUCC PEG
- Any other relevant meetings or conferences that we become aware of.

4.4. Undertake the practice's patient survey of all patients visiting the practice on a single day. Analyse the comments, identify any issues and discuss appropriate actions with the practice manager to mitigate any problem areas.

4.5. Write and submit a short health information article monthly for the Whitwick and Thringstone edition of the Community Voice and quarterly for the Thringstone Bauble.

4.6. Organise, fund and run an open health information events in conjunction with coffee mornings in the health centre.

4.7. Support the practice with the plans to build a new health centre.

*Paul Siddals, Chair. 24.1.2020*