

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

DRAFT Self-appraisal 2020 and Objectives for 2021

1. Summary.

Drs Virmani and Bedi's PPG is an active and effective group with a membership of 15. We normally meet every 3 months together with the practice manager. We circulate the minutes of the meetings and the agreed actions and they are posted on the PPG section of the practice website.

This self-appraisal considers 2020 and compares the actions of the group against the PPGs 2020 objectives and each of the terms of reference. The covid pandemic has been challenging for the practice and the PPG and has made it impossible to undertake or complete several of our objectives. Despite this, it can be seen that the group has remained active and effective in many areas. Section 3 of this document lists the PPG's objectives for 2021.

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 to the practice, but also to the other organisations in the NHS that affect our patients. Thus we have a presence at several Leicestershire and some national NHS meetings, and feed back information and initiatives to the PPG members and the practice. We liaise closely 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 PPG's in Leicestershire sometimes outperform us is in taking a more proactive role in providing support to patients through initiatives like walking groups, befriending, fundraising etc. However, although this year we had planned to do more coffee mornings, covid has made all these impossible.

2. Comparison of the PPG's actions in 2020 against the PPG's 2020 Objectives & Programme

- *Meet every 3 months and publish the notes of our meetings and actions on the practice website.* The PPG met face-to-face on 23.1.20 with 12 members. The April meeting was cancelled because of the covid pandemic. However, Roy organised zoom meetings, which were held on 6.8.20 with 9 members and 5.11.20 with 7 members. Roy's structured agendas made the meetings effective and his concise notes are on the practice website, as is last year's self-appraisal drafted by Paul.
- *Retain 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 prepared to take positive actions for the PPG.* Membership started 2020 at 17, but reduced in spring and ended the year at 15. Covid has prevented us from recruiting any new members. In order to strengthen the cohesiveness and strength of the PPG we planned to hold a summer BBQ and a Christmas lunch for the members, but Covid prevented this. All the members are IT connected and enthusiastic about the practice, and the majority are prepared to take some positive actions for the PPG.
- *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.*

Covid has curtailed some of these meeting and moved others online. There has not been a practice appraisal, A CCG AGM, and any Loughborough Urgent Care Centre Patient Experience Group meetings in 2020.

Karin & Paul attended a PPG Network meeting with the CCG on 6.2.20 and one online on 17.9.20. Paul attended a webinar on the Leicester covid outbreak on 9.7.20 with Public Health Leicester, Leicester CCG & 2 GPs He also attended a primary care workshop on line on 25.6.20 and a UHL meeting online on 25.8.20 to discuss their development plans.

Paul attended the NWL Locality meetings on 3.2.20 (face to face) and 3.11.20 & 1.12.20 (on Zoom).

Lou attended a webinar on “Driving a Greener NHS” on 17.6.20. She has then had extensive correspondence with NHS Property in support of the practice regarding NHS Property’s failure to apply this policy to the Whitwick Health Centre, which they own and poorly manage. She has been pressing them to let us attend their Building Users Group with no success to date.

Lou and Sarah C have been working towards becoming a dementia friendly practice. They have distributed an electronic version of the Alzheimer’s Society information about dementia aware to the staff and carried out a survey of the building. This identified the need for a few new signs and replacement of the entrance carpet with a lighter one. It has not been possible to complete the work or organise a visit from Alzheimer’s Society to qualify the practice for dementia friendly accreditation.

Bob attended the Cancer Champions meeting on 31.01.2020. Unfortunately, there were no further meetings, although Bob ascertained that the practice has a list of cancer support groups that they give to cancer patients.

- *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 presented an in-depth analysis of the 2019 patient survey at the fist PPG meeting in 2020. Covid prevented us carrying out a patient survey in 2020.
- *Write and submit a short health information article monthly for the Community Voice and quarterly for the Thringstone Bauble.* Karin wrote topical articles that were published in every edition of the Community Voice. In 2020 these covered:

- Keep antibiotics working
- How to spot that you may have diabetes
- Nurse prescribers have a new role
- Coronavirus advice from the NHS
- Your GP practice is still open to support you
- The importance of vaccines
- Men’s health
- A different kind of help for patients (social prescribing)
- Flu jabs are here
- How technology helps GP practices
- A plan for mental wellbeing
- Looking after yourself this winter

Covid prevented the publication of the Thringstone Bauble in 2020.

- *Organise, fund and run an open health information event and coffee morning to promote physical & social activity..* Sarah S started to prepare for this but Covid prevented this happening.
- *Support the practice with the plans to build a new health centre.* There have not been any developments on this in 2020.

3. Comparison of the PPG's actions in 2020 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.*

Lou and Sarah C have been working towards achieving dementia friendly accreditation by arranging staff training and surveying the health centre. We have supported the practice in their actions to manage the covid pandemic and continue treating patients. Several PPG members considered the practice's proposal for a new PPG Policy and suggested significant changes that were all agreed.

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

Patients' difficulties in obtaining repeat prescriptions due to changes in online requesting and the cessation of telephone requests were fed back to the practice.

3.3. *Challenge the practice constructively whenever necessary.*

We have raised with the practice the increasing difficulty patients are having with phone calls to the practice and suggested that either additional lines be made available, an internet based system is used or more use is made of mobile phones.

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 all the issues.

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

Difficulties in the patient use of Engage-Consult were explained to the practice and AccurEX is now used instead.

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 Community Voice on various health matters. Lou has arranged for some of them to be published in the quarterly Thringstone Bauble.

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

Paul attended the webinar on the proposed UHL building developments. Roy arranged for the Social Prescriber attached to the practice to present to the PPG but Covid arrangements prevented her attending.

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

We were represented at the West Leics CCG/PPG Network meetings and fed back the PPG's concerns to the CCG. Roy wrote to WLCCG Director of Primary Care about the lack of clarity of their reports and the inefficiency of having two identical building surveys of the health centre. Paul has given feedback to the NWL GP Federation through the NWL Locality PPG and reported to our PPG.

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

Paul attended all the NWL Locality PPG meetings in 2020 and played a proactive role sharing best practice with the other NWL PPGs as well as sharing their ideas with our PPG. He has edited the minutes and was instrumental in persuading the Locality PPG chair to start online meetings when covid stopped face-to-face meeting.

3.10. *Appoint a chair and Secretary annually.*

Paul Siddals and Roy Hill were elected chair and secretary on 23.1.20.

3.11. *Attend annual practice appraisal.*

Paul and one other member have attended and actively contributed to all the annual practice appraisals since 2013. However there was no appraisal of the practice by the CCG in 2020.

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

Jenny presented and in-depth analysis of the 2019 patient survey at the first PPG meeting in 2020. Covid prevented us carrying out a patient survey in 2020.

3.13 *Contribute to practice action.*

Lou has supported the practice in its attempts to get NHS Property to manage the health centre effectively.

4. **Proposed PPG objectives for 2021**

1. Meet (zoom or face-to-face) every three months and publish the notes of our meetings and actions on the practice website.
2. Review 2020 performance and agree objectives for 2021.
3. 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.
4. Recruit 2 additional members who are IT connected, enthusiastic about the practice and are prepared to take positive actions for the PPG.
5. If/when covid restrictions permit, 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 address any problem areas.
6. Write and submit a health information article monthly for the Whitwick and Thringstone edition of the Community Voice.
7. Challenge NHS Property about their poor management of the health centre and help to move NHS Property and the practice towards adopting a 'greener' way of working.
8. Continue to provide one or more representatives to the following meetings or events (virtual or face-to-face):
 - Practice appraisal by the CCG or CQC, if held
 - CCG/PPG Network and CCG AGM ,if held
 - NWL Locality PPG
 - LUCC PEG, if held
 - Any other relevant meetings or conferences that we become aware of.

Paul Siddals, Chair. 3.2.2021