**Whitwick Health Centre, Drs Virmani and Bedi’s Practice PPG**

**DRAFT Self-appraisal 2018 and Objectives for 2019**

**1. Summary.**

Drs Virmani and Bedi’s PPG is an active and effective group with a membership of 13. We meet every 3 months with the practice manager, and when available one of the medical team attends. The notes of the meetings and agreed actions are circulated and put on the PPG section of the practice web site.

This self-appraisal considers 2018 and compares the actions of the group against the PPGs 2018 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 2019.

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 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. These initiatives have been discussed and considered within our PPG, but so far we have not found a PPG member with time or commitment to set up such initiatives within our group.

**2. Comparison of the PPG's actions in 2018 against the PPGs 2018 Objectives & Programme**

All the objectives set for 2018 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.
* *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 2018 at 13, but dropped to 12 when one member died and a new member decided that she didn’t wish to continue.
* *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 regularly attended, except the practice appraisal that hasn’t been carried out. Roy attended a Symposium on Assisted Technology at Beaumont Leys, and Karin & Paul attended the meeting on The Proposed Development of UHL at Ashby. However, no-one was available to attend a medicines optimisation event in Nottingham that we heard about.

* *Support the practice’s patient survey with design of questions and data entry for the paper responses. Carry out detailed analysis of the comments.* Jenny led the survey which was carried out on 1.11.18. and the analysis of the results 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 evening health information event on Slips, Trips and Falls in June in Whitwick.* Roy organised this and it was held on 7.6.18.
* *Support the practice with the planning objection to the housing development that has its access across the practice car park.* Lou led this and several members formally objected to the development and attended the NWLDC planning committee that subsequently approved it. Lou had many telephone calls and letters to NHS Property to mitigate the risk to patients from various aspects of the development.

**3. Comparison of the PPG's actions in 2018 against the terms of reference**

The PPG’s performance against the terms is 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 suggested that patients should be automatically opted into text reminders.

We reviewed and agreed the practice’s new procedure for compliance with GDPR with regard to patients’ data.

We reviewed and supported the practice’s initiatives to reduce medicines waste.

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

Bob raised the problems of referral to Leicester for ear micro suction (instead of Loughborough) and local provision of hearing aid batteries. Following discussion with the practice manager, and an email from Paul to the CCG’s Director of Primary Care, Bob has discovered a process for patients to have ear micro-suction at Loughborough. The batteries will be available at the practice.

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.

Following Jenny’s analysis of the results of the patient survey we suggested changes in the way that urgent appointments were allocated and requested that more GP appointments were made available. Both of these changes have been adopted.

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****.*

Karin has obtained an initial batch of 30 “message in a tub” containers from the Ashby Lions for patients to put their medical details in (like DNR (do not resuscitate)) to keep in the fridge to inform ambulance staff in an emergency. These are now part of the practice’s offer to patients.

*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.

Roy organised a successful evening event on 7 June on Slips, Trips and Falls with 2 specialist speakers from LCC. It was open to all the public in Whitwick Park Hall and the Parish Council agreed to fund it. Despite the PPG members distributing 50-A4 posters and 250-A5 flyers around Whitwick and Thringstone, 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 care in UHL and Social Services on patient discharge. Paul has emailed the CCG’s Director of Primary Care about the cancellation of several NWL Integrated Locality Team Meetings.

Jenny is 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.

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

Karin and Paul attended the UHL consultation at Ashby on 7.11.18 on the rationalisation and development of the Leicester hospitals. Both asked questions of the presenters and fed back responses to the PPG.

Between 2 and 6 of our members have attended all 4 of the West Leics CCG network meetings and given feedback to the CCG and our PPG.

Paul, Karin and Peter attended the West CCG AGM on 25.9.18. 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 2018 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 Lou Carter were elected chair and secretary on 11.1.18.

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 2018.

.

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

Jenny led the development and running of the 2018 patient survey on 1.11.18 with support from Roy, Lou, Karin and Paul. Jenny’s analysis of the data showed that the two main problems that patients experienced were being unable to get 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 **C*ontribute to practice action.***

Lou led the objection to the new housing development’s access through the practice car park. The PPG chair and several other members wrote to NWLDC planning control and several PPG members went to the planning meeting to support the PPG Manager’s objection. Lou liaised closely with NHS Property on the access and boundary issues to mitigate the risk to patients of heavy site traffic through the practice car park.

**4. PPG programme and objectives for 2019**

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 3 additional members who are IT connected and 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
* West Leicestershire PPG network
* CCG AGM
* NWL Locality PPG
* LUCC PEG
* NWL Integrated Locality Team
* Any other relevant meetings or conferences that we become aware of.

4.4. Repeat the practice’s patient survey of all patients visiting the practice on a single day. Carry out detailed analysis of the comments, identify any issues and assess if the revised arrangement for allocating urgent appointments has improved the patient experience.

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

4.6. Organise, fund and run an open health information event, possible a coffee morning promoting physical and social activity.

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

*Paul Siddals, Chair. 4. 2. 2019*