**Dr Virmani & Dr Bedi’s Practice PPG, Whitwick Health Centre**

**Self-appraisal 2021 and Objectives for 2022**

**1. Summary.**

Drs Virmani and Bedi’s PPG is an active and effective group with a membership of 14. 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 2021 and compares the actions of the group against the PPG’s 2021 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 2022.

2021 has been another difficult year with two new waves of the covid-19 pandemic, a mass vaccinations programme, deferred treatment from the 2020 lockdown, a great increase in patient demand, exhausted, and highly stressed staff in the NHS. Despite all this, the PPG met five times and continued to support and challenge the practice and the CCG.

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 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 the partners and the whole practice welcome our ideas and views. The partners, the practice managers Sarah and Anabel (her successor), 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 active support to patients through initiatives like walking groups, befriending, fundraising etc. However, although this year we had hoped to do more coffee mornings, covid has made these impossible.

**2. Comparison of the PPG's actions in 2021 against the PPG’s 2021 Objectives & Programme**

* *Meet every 3 months and publish the notes of our meetings and actions on the practice website.* The PPG met on Zoom on 14th January 22nd, April 22nd, July & 16th December, and face-to-face on 23rd September. Attendance was 7, 10, 9, 8 & 10 members respectively. Roy’s structured agendas made the meetings effective, and Sarah’s 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 2021 at 15, but one resignation and no new members means that we ended the year at 14. Covid has prevented us from recruiting any new members. 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 these. 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*
* *A CQC inspection*
* *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 by the CCG. There have not been any meetings of the Loughborough Urgent Care Centre Patient Experience Group in 2021.

Sarah was interviewed by the CQC on 7.12.21, which contributed to the success of their positive assessment. Karin, Roy & Paul attended online PPG Network meetings organised by LLR CCG on 28 Jan, 6 April, 13 May, 1 June, 16 September, 28 October, 30 November, 16 December & 21 December. In all of these, they played an active part questioning the LLR CCG, understanding the issues and developments and sharing the information with the PPG members.

Paul attended the NWL Locality online meetings on 5 August, 13 October & 6 December. He questioned and supported the NWL GP Federation manager, supported the other NWL local PPGs and cascaded the information to the other PPG members.

Paul attended the online LLR CCG AGM on 28 September 2021.

*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.* Covid has necessitated a pause inthe pressure that Lou has been trying to exert on NHS Property to make environmental improvements and address their failure to appropriately manage Whitwick Health Centre. However, in 2022, Lou plans to resume our campaign to get the practice to have control of the heating system in order to avoid wasting heat, and for Lou to be invited to attend their Building Users Group to support the practice with other issues.

* *If/when covid permits, 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.*  Covid has made this impractical.
* *Write and submit a health information article monthly for the Whitwick and Thringstone edition of the Community Voice.* Karin wrote topical articles that were published in every edition of the Community Voice. In 2021 these covered:
* January 2021: How to help covid research
* February: Preventing falls
* March: Breast cancer early detection
* April: Coping with dizzy spells
* May: Having sleep problems
* June: What to do about nosebleeds
* July: What physiotherapy can do for you
* August: Flu season’s coming
* September: Nurturing your immune system with colourful autumn foods
* October: Why have GP practices changed?
* November: GP services moving towards normal
* December: Staying healthy through a difficult winter

**3. Comparison of the PPG's actions in 2021 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 the practice in their actions to manage the covid pandemic and continue treating patients. We recognised the stress the practice staff have suffered and their exhaustion in managing the pandemic. We have sent several messages of support to them and explained to the community some of the difficulties in running the practice this year.

Seven PPG members contributed to the script of a much shorter (40 seconds) and more friendly welcome phone message. This was accepted by the practice and implemented with only a minor amendment.

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

We explained to the practice the patients’ difficulties in getting through on the phone. This was due to the large increase in phone calls and the practice only having one line for incoming calls. We suggested the increased use of mobile phones as an interim solution to delays caused by BT. The subsequent implementation of a cloud-based phone system with four incoming lines and the strengthening of the reception team has meant that it became easier for patients to get through to the practice. We fed back patients’ concerns about the teething troubles of the new system which mainly resulted from the queuing system, with some calls still not being picked up, or being dropped later. These were addressed by amendments to the new phone system.

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

We have raised with the practice the increasing difficulty that some patients were having with getting an appointment. We eventually referred an example to Dr Virmani, after which the situation improved as evidenced by a CQC inspection on 7th of December. The PPG also asked the practice if they were making full use of long covid recovery support available from Hospice Hope.

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

Paul provided the report to the Whitwick Parish Council about the work of the PPG on the 4th of May. Paul also sent emails to the LLR CCG, asked questions at PPG network meetings and sent a written question to the CEO about the lack of local vaccination centres for the deprived areas of central Coalville, Greenhill and Agar Nook. Despite considerable initial resistance from the CCG, they eventually acknowledged the need for pop-up vaccination centres in these areas.

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

The PPG explained to the practice the difficulties some patients have describing their symptoms over the phone and in using technology. They fed back to the practice the difficulties in entering the reasons for appointments on SystmOne and suggested that the website be updated.

*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 12 monthly articles for the Whitwick &Thringstone Community Voice on various health matters as detailed in section 2. The PPG invited a social prescriber to the July PPG meeting to explain how less confident and more vulnerable patients are supported

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

Paul attended the PPG network meeting with the LLR CCG on 30.11.21 and asked the CEO about the time taken to unload ambulances at LRI, the corresponding delayed response times of ambulances and the delays in getting a booster vaccination in North West Leicestershire.

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

We were represented at all the LLR CCG/PPG Network meetings and fed back the PPG’s concerns to the CCG.

At a CCG consultation on vaccination on 21.12.21, Karin commented that some vaccination centre staff were asking patients leading questions about any reactions they had to previous vaccinations, instead of asking about anaphylactic reactions. This inappropriately led to some patients being advised not to have the vaccine. She also suggested that a message to pregnant women should better balance the significant risk of covid in pregnancy against the small risk of the vaccine.

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

Paul attended all 3 NWL Locality PPG meetings in 2021 and played a proactive role sharing best practice with the other NWL PPGs as well as sharing their ideas with our PPG. He chaired the meeting on 6.12.21

3.10. ***Appoint a Chair and Secretary annually.***

Paul Siddals, Roy Hill & Sarah Storer were elected Chair, Secretary and Minute Secretary on 14 January 2021.

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 2021.

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

Covid prevented us carrying out a patient survey in 2021.

3.13 **C*ontribute to practice action.***

Lou has supported the practice in its attempts to get NHS Property to manage the health centre effectively and in a more environmentally friendly way. However covid has made it difficult to make much progress in this area despite writing to NHS Property on 22.04.21.

**4. Proposed PPG objectives for 2022**

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 2021 performance and agree objectives for 2022.
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 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
* LLR CCG AGM
* Any other relevant meetings or conferences that we become aware of.

*Paul Siddals, Chair. 3.1.2022*