**Dr Virmani & Dr Bedi’s Practice Patient Participation Group (PPG), Whitwick Health Centre**

**Objectives for 2023 & Self-appraisal 2022**

**1. Summary.**

Drs Virmani and Bedi’s PPG is an active and effective group with a membership of 15. Most are retired and we are aware that we lack sufficient younger members, but we have been unable to recruit any more. 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 report outlines the objectives for 2023 (see section 2) and the self-appraisal for 2022 by comparing the actions of the group against the PPG’s 2022 objectives and the terms of reference (see sections 3.1 and 3.2). The covid pandemic continued challenging the practice and the PPG for the earlier part of the year. However, the group has remained active and effective in many areas throughout the whole covid pandemic and is now operating as normal. We are very fortunate that the partners and the whole practice encourage and welcome our feedback, ideas and views. The partners, the practice managers Anabel and then Hope (her successor) are committed to the PPG, proactively involve us in practice issues and take forward our concerns and recommendations.

2022 has been another difficult year for the practice with diminishing waves of the covid-19 pandemic, the vaccinations programme, deferred treatment from the 2020 lockdown, significant failures in A&E , large delays in elective secondary care, a great increase in patient demand, exhausted, and highly stressed staff in the NHS. Covid disrupted one of our meetings and made it impossible to undertake our practice survey. Despite this, the PPG met approximately every 3 months and continued to support and challenge the practice, the Northwest Leicestershire Primary Care Network (NWL PCN) and the Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB).

From the review of the PPG’s actions against the objectives and 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. 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, the LLR ICB and the NWL GP Federation who run the (NWL PCN).

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, and fundraising; but we do not have anyone who is prepared to lead on any of these activities.

**2. Proposed PPG objectives for 2023**

1. Meet every three months and publish the notes of our PPG meetings and actions on the practice website.
2. Review 2022 performance and agree objectives for 2023.
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 and practice.
5. Undertake the 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 energy 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 CQC, (if held)
* LLR ICB PPG Network (monthly)
* Any LLR ICB meeting with patients
* ICB AGM, (if held)
* NWL PCN (Locality) PPG
* Loughborough urgent care centre patient experience group (LUCC PEG)
* Any other relevant meetings or conferences that we become aware of.

**3.1 Comparison of the PPG's actions in 2022 against the PPG’s 2022 Objectives**

* *Meet every 3 months and publish the notes of our meetings and actions on the practice website.* The PPG met on 15th June and 6th October, in the health centre. The meeting on 28 April had to be cancelled because the practice manager had covid. We also met in late December 2021 and early January 2023, so we met approximately every 4 months.

Attendance was 13 & 12 members respectively. Roy’s structured agendas made the meetings effective, and Sarah’s 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 14 and one new members means that we ended the year at 15. On member cannot attend meetings due to age and ill health. Two others have not attended the meetings for several years but have not yet resigned. 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 inspection by the Clinical Commissioning Group (CCG) if carried out.*
* *A Care Quality Commission (CQC) inspection*
* *Leicestershire PPG Network*
* *CCG AGM*
* *NWL Locality PPG*
* *Loughborough Urgent Care Centre Patient Experience Group* (*LUCC PEG)*
* *Any other relevant meetings or conferences that we become aware of.*

There has not been a practice inspection by the CCG which is now replaced by the ICB who do not have any plans for practice inspections. There has not been a CQC inspection this year.

Jenny has attended the only online meeting of the LUCC PEG on 7 December 2022. However, as they were not quorate, no decisions could be made. LUCC PEG has arranged dates for face to face meetings in 2023 and seem determined to make them more effective.

Paul attended all the PPG Network meetings organised by LLR CCG and then the LLR ICB on 27 Jan, 24 February, 31 March, 5 May, 26 May, 30 June, 28 July, 25 Aug, 29 September, 27 October, 24 November, & 15 December. All but 2 were online. He played an active part understanding and questioning the issues and developments and sharing the information with our PPG members.

Paul attended all the NWL Locality online PPG meetings on 29 March & 13 June. He questioned and supported the NWL GP Federation manager, supported the other NWL local PPGs and cascaded the information to our PPG members. He has been asking for the new Federation manager to restart the NWL Locality PPG meetings ASAP.

Paul attended the ICB board discussion on primary care on 8 September and asked the chair of the ICB if he would encourage the partners of practices without a PPG to proactively rectify that situation by showing commitment to their PPG and encouraging their patients and practice manager to attend.

Paul commented by email on Derby Health United (DHU)’s vision, mission & CSFs on the phone with DHUs new manager in January

*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 and the changes of practice manager have 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 2023, 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. However, it is planned to resume this in 2023
* *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 2022 these covered:
* January Cystitis
* February When stroke strikes act fast
* March Blood pressure
* April Cervical screening
* May Managing your blood sugar
* June Keeping safe in the sun
* July Suffering from stress?
* August What is social prescribing?
* Sept Prostate cancer awareness
* October It’s winter virus time
* November Winter Prep 2022 (preparing for the cold months ahead)
* December How serious are palpitations?

**3.2 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:

3.2.1. ***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 enhanced workload and patient demand resulting from delayed secondary treatment over the past 3 years, the stress the practice staff have suffered and their exhaustion in managing the pandemic.

In October several PPG members commented on the proposed improvements in the practice website and made suggestions that were acceptant and implemented.

3.2.2. ***Provide feedback on patients’ needs, concerns and interest.***

We explained to the practice the patients’ ongoing difficulties in getting through on the phone and the ongoing teething troubles of the new phone system and the errors in the phone message regarding the vaccine.

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

We have raised with the practice the increasing difficulty that some patients were having with getting an appointment.

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

We fed back a request from the community that the text sent to patients about their next appointment should make clear whether it is face to face or online.

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

When patients have been troubled about arranging an appointment with particular clinicians, we have explained the challenges that the health services and our practice are facing and the way the practice has to be structured to meet these challenges. We have also encouraged them to discuss any ongoing concerns with the practice manager rather than making a formal complaint.

At the request of the ICB, Lou and Jenny attended the Active Thringstone stakeholder meeting on the 8th of August to represent the practice. They reported back to the practice and the PPG. We also made sure that Karry Smith, the social prescriber knew about this and could attend.

*3.*2.6 ***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 3.1.

The PPG invited Kerry Smith, the social prescriber to the July PPG meeting to explain how less confident and more vulnerable patients are supported. Subsequently Karin produced an article on Social Prescribing for the Community Voice

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

Paul persuaded the ICB to arrange for the deputy chief nursing officer of UHL to make a presentation at the PPG network meeting on 25 August on the reason for UHLs failure on providing adequate emergency care on the plans to address this.

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

We were represented at all the LLR ICB/PPG Network meetings and fed back the PPG’s concerns to the CCG. Paul also wrote to the head of engagement at the ICB and also spoke to the chair of the ICB on the 8th of September about the need to encourage commitment of the partners in practices that do not have a PPG.

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

Paul attended all the NWL PCN Locality PPG meetings in 2022 and played a proactive role managing the contact details and sharing best practice with the other NWL PPGs as well as sharing their ideas with our PPG.

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

Paul Siddals, Roy Hill & Sarah Storer were elected Chair, Secretary and Minute Secretary on 16 December 2021 for 2022.

3.2.11. ***Attend annual practice appraisal***

There was no appraisal of the practice by the CCG or ICB in 2022 who seemed to have abandoned this practice.

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

Covid prevented us carrying out a patient survey in 2022.

3.2.13 **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 and changes in the practice manager have made it difficult to make progress in this area.

3.2.14 In addition to the above, Sarah organised a Macmillan coffee morning in the health centre on 29 September which raised £140 for Macmillan Cancer Support. It was pleasant for health centre staff and patients and brought in a few people who were just passing by.

*Paul Siddals, Chair. 19.1.2023*