

BOUNDARY HOUSE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Annual General Meeting 1st August 2019 Boundary House Waiting Room

Chair's Report

Just over a year ago, patients at Boundary House (BH) were invited to a Patient Participation Meeting (PPG) meeting, held informally in the Waiting Room – it was chaired by Dr Goga. A staggering 33 patients turned up and we spent the next couple of hours in groups, formulating ideas in what we wanted to achieve as patients. Various ideas were floated around and a Working Party of 9 was formed to steer the ideas into momentum.

The Working Party held their first independent PPG meeting on 24th July 2018, with a constitution to form and officers to elect. Going forwards, we agreed to meet monthly and to produce sporadic newsletters to inform and circulate our actions and progress. Importantly, the PPG agreed on projects that day – a long term, community based project to fundraise for a community defibrillator and a short term, Practice based project, to make the Waiting Room at BH more welcoming and organised, and for better communication when calling patients' names for their appointments. We also discussed to hold 'Tea with your GP' events, to help combat social isolation and loneliness within our most vulnerable patient group- the elderly and to organise a foodbank collection service for our patients and local community most in need of support.

We agreed on our objectives as a PPG:

- 1) To give patients a voice and help BH to deliver the best service for patients and
- 2) To promote good health for both our patients and the wider community

The PPG were delighted in that the TV in the Waiting Room was to be used for patient name announcements for their appointments. The TV could also be used to show important announcements, notices and upcoming events. We had also spent some time in reorganising the posters and notices at the Practice, as well as generally tidying up the Waiting Room. This was our first small victory as a PPG. The patient voice had been heard and we had acted upon it.

Planning was now afoot in how we would fundraise for our community defibrillator. Funding streams were sought and background research was undertaken. Various meetings were arranged to seek advice, one including the MP, Mike Kane. A critical decision was made in where the defibrillator was to be situated- on the exterior wall of the practice, so the general public could access the device 24/7. We were absolutely delighted to receive our first main funding from Keolis-Amey Metrolink in September, who believed that a community defibrillator would also benefit their passengers on the Northern Moor line, close to the Practice.

After informing patients at the practice of our intents, via a PPG notice board in the Waiting Room, and establishing a GoFundMe page to support the campaign, donations began to come in, from patients and BH staff, some extremely generous. We could not believe how well received this project had become, but not surprising considering the stories relayed to our Secretary Jane at the Practice. A proportion of the donations had come from someone who had witnessed first-hand a cardiac arrest with a close family member or friend. We were very humbled to say the least.

By September, other PPG actions were in full flow – the foodbank collection point at the Practice had been established and weekly drop offs were being made to the main distribution centre in Timperley. We had arranged and booked the venue for our first Coffee Morning at Sale Moor Community Centre and importantly, we had begun investigations into opening our business bank account.

Our first Coffee Morning was a staggering success. PPG members baked and supplied their own cakes and biscuits and supplied all the tea, coffee and drinks for the event, despite having no entry charge. We also arranged a surprise raffle with well over 50 prizes, ensuring that everyone went home with a gift. As it was Christmas, one of our very own members sang Christmas Carols acapella. It was a resounding success and motivated us to plan another soon. All proceeds from the raffle went into the Community Defibrillator Fund.

In January 2019, we said goodbye to one of our PPG members due to ill health, but welcomed a new one who was successful in securing the role of Marketing and Advertising Officer. Kitty is a driven and well connected lady and we are very grateful for the contributions she has made to the PPG and the fundraising campaign.

The Community Defibrillator Fund was going from strength to strength, with other fundraising activities, including a sponsored walk, a unicorn raffle at the Practice, a jumble sale, and a Christmas card initiative at the Practice, bolstering the total. We were very nearly in a position to purchase a state-of-the art CPAD and high quality lockable cabinet, recommended by our trusted advisors at North West Ambulance Service (NWAS).

Our second Coffee Morning with a Valentine's Day and Easter theme was held at Holy Family Church and again, it was a success. This time, we were partnered with Cross Street, Sale's Coop, who provided all the refreshments and a healthy option of crates of bananas. Again, there was no entry fee. Raffle prizes were sourced from local businesses in Sale Moor, ensuring we had high quality prizes for our guests. Kitty suggested we hold a 'Guess the Weight of the Cake' game – our Accounts Officer Erica baked a marvellous fruit cake, which was won by a very delighted recipient. Our Vice Chair, Sheila convinced another local business McColl's to hold their own raffle to support the campaign – this generated over £50 to support the fundraising.

Recently we held our best Coffee Morning to date. It was held again at Sale Moor Community Centre and we had the usual refreshments supplied by The Coop and great raffle prizes. The standout feature of this event though was Bekky Keep Fit, who provided entertaining armchair exercises to music and sang with an acoustic guitar. Fitness, health and wellbeing were at the heart of this event and we were very proud with the feedback afterwards.

On 3 July this year, we officially launched our very first community defibrillator on the exterior wall of the Practice. We held a formal ribbon cutting ceremony with a reception afterwards. The PPG were delighted to host the Mayor and Mayoress of Trafford, as well as honoured guests, Councillor Liz Patel, and representatives from Metrolink and NWAS. It was a fantastic afternoon and one which has made us very proud and confident of our achievements.

The PPG have persevered with exploring funding streams throughout the year, with some unsuccessful outcomes. However, the highlight of our funding successes has been £1000 award from Manchester Airport Group, secured by the tenacity and professionally written bids of our Accounts Officer, Erica. With this funding now in place, the PPG could consider the wider community aspect of available defibrillators and have committed to purchasing a lockable cabinet for The Legh Arms pub in Sale Moor village, thus increasing the density of devices accessible to our patients and local community 24/7.

The PPG have had a very busy year and are looking forward to the next eventful one. We have plans in place for our growing Community Defibrillator Fund and have a keen desire to link up with other Practices in our locality, to serve all of our patients and the community at large. With a secured business bank account and a thriving and committed team, things are looking very bright for BH PPG. We will continue to serve the patients of BH and promote good health, including the wider community, as best we can.

I wish to personally thank all of our team for their enthusiastic and selfless work this past year. BH PPG is indebted to all of our supporters, donors and benefactors. We could not have achieved what we have without the good hearted support of staff, patients and friends of Boundary House. We would also like to make very special thanks to our donors; Kelois-Amey Metrolink, Sale Rotary Club and Manchester Airport Group.

- As you can see, as a PPG we are very active and very busy. Is there anything you could do to help? We need more people to help with events etc.
- The Working Party does have monthly meetings but you don't need to come. You can do things in your own time and keep in touch by email or join our WhatsApp group.
- We want to reach out to BAME and younger people. Are you able to help?
- Do you have any skills we could use? Marketing, publicity, display?
- Do you have a particular interest for example dementia or mental health support that you would like to pursue?
- Get in touch if you would like to talk through how you may help. Our Secretary's email address is below.
- I would like to thank all the PPG members and the Practice staff for their support, co-operation and encouragement.

Jo Jones and the rest of Boundary House PPG team.

Email us with your thoughts and ideas: jane.o'neill1@nhs.net and jojones1@me.com