

Bermondsey Spa Medical Practice Patient Participation Group

Notes for Meeting 15th August 2018

Present: Patients – 11865 (KS); 508440 (MM); 1122 (EM)
Practice – Dr S. Bhatti; Mike Munns

Presentation: Mr Alan Bellinger, Ambassador for the Patients Association

Mike Munns welcomed everybody and explained the difficulties we have had, in the past, in forming a Patient Participation Group. The Practice hopes that this meeting will be the start of a large and proactive PPG.

It was felt that many people were not clear about the function of a PPG and Mr Alan Bellinger had been asked to give a presentation to explain how PPGs can work with practices to provide a better experience for the patients and the practice.

Alan's has kindly agreed that we may share his presentation, which is attached but the main points were:

- PPGs should not have a hierarchy but should be a peer to peer group
- There should be engagement between the PPG and the practice and not simply communication
- All patients on the practice list should be members of the PPG and can opt out if they wish
- A Steering Group should be formed but all members should be encouraged to network and support one another. The Steering Group will not have any executive responsibility
- Face to face meetings should happen every two months with all members invited to attend
- Notes of meetings should be taken and published by the PPG after consultation with the practice
- Chatham House Rules should apply – only what is said will be reported, not who said it
- A newsletter should be created and written by the PPG members
- The PPG is not a group to discuss complaints but should take the role of a Critical Friend and work with the Practice to facilitate change
- The PPG and Practice should agree to work together towards a shared destiny
- The PPG should discuss how they can add value to the Practice

Everybody thanked Alan for a very interesting and thought-provoking presentation and Alan responded to questions.

It was agreed that as this was the first meeting for some time and to maintain the impetus, the next meeting would be held in about one month rather than two and would take place in the evening to try to encourage more members.

Thank you to everybody that attended.

Next Meeting Wednesday, 19th September 2018 at 18:00

Topic for discussion "How will the Surgery change over the next two years and how can the PPG help facilitate this change"