

Greenway Medical Practice Patient Participation Group (PPG)  
Launch meeting Wednesday 22<sup>nd</sup> June 2011  
6.30pm-7.30pm

Present: Dr Bruno Rushforth, Dr Belinda Scrivings, Pam Fortune (Practice Manager), 7 patients / patient representatives

Agenda (distributed to all attending):

1. Welcome and introductions (BS)
2. Aims and objectives, including ground-rules discussed (BR)
3. What this meeting is hoping to achieve (BR)
4. What do you want from a Patient Participation Group (PPG)
5. What a PPG shouldn't be about
6. Being representative
7. Any other business
8. Next steps

This was a productive and helpful first meeting. Ideally we would have liked more patients to have attended, but all those that did attend contributed constructive and useful feedback on how we might proceed in trying to set up such a group. Prior to the meeting we had publicized the event widely with posters on all surgery doors and in the waiting room; with information on repeat prescriptions; and through opportunistic encounters with patients in reception or at the end of consultations. We had also contacted individuals that we thought might be good members of such a group and invited them to attend.

Helpful feedback from those attending included:

- We need to think about the clarity of information advertising the group – some patients pointed out that they did not feel sure of the nature of the group prior to attending
- There was discussion on the uncertainties at the present time in the NHS and how patients felt unsure of how services might be affected by these – it was felt this issue might be an opportunity to draw people into attending any subsequent meeting (e.g. by preceding the meeting with a talk or open forum for patients to raise concerns about local services)
- It was suggested that we would need to think about appropriate training requirements for members of such a group (e.g. to understand the nature and structure of local health services – PCTs / GP commissioning groups etc)

- Those attending felt that the group could be a way to inform future commissioning, and how the patient voice needed to be heard in debates about how, and what, services were provided
- It was suggested that other organisations that might have practice patients who could be interested in being involved with such a group included MIND and Mencap
- To engage with younger patients, it was felt that other media / platforms could be tried – e.g. Facebook
- Similarly, to engage with those who might not be able to attend an early evening meeting, it was suggested that other forms of contact (e.g. email) might be a way of getting the input / views of patients
- We discussed the difficulty in having a truly representative group, but that we should try to engage with working patients / parents and young people.
- It was also suggested that patients could be educated on what services they needed to access, and who might be the best person to meet their needs (e.g. nurse or doctor) at the practice
- It was felt that a second meeting in a couple of months time, perhaps with more of a focus – e.g. a talk about what the proposed NHS changes might mean on the ground for Greenway patients, could be a way to encourage more patients to attend

Bruno Rushforth