

SPRING NEWS LETTER

Glenlyn Medical Centre Patient Participation Group

Background

Glenlyn Medical Centre Patient Participation Group (PPG) was established last May, although both Glenlyn and Giggs Hill Surgeries each had individual patient groups before the two surgeries merged. The partners, Dr Kapoor and Dr Strickland, are keen to encourage patient involvement and so the practice has been holding Open PPG Meetings for a few years.

A Core Group of 5 was formed from volunteers representing patients from each surgery and a constitution and terms of reference were drawn up, following guidance from the National Association for Patient Participation (NAPP). There will be annual elections at the AGM each May,

General PPG Aims are to

- Offer patient perspective on services provided.
- Improve communication.
- Encourage patients to take more responsibility for their health.
- Provide practical support.

How can I be involved?

There are vacancies for the Core Group if you are interested in joining. Please do contact us via email or via the Glenlyn website. We would love to hear from you and hope that you can come to the next PPG Meeting on 8th May at 6.45pm at

Giggs Hill Surgery. For those who would like less of a commitment, we are hoping to set up some volunteerworkshops for future projects and really need your help too!

What has your Glenlyn PPG done in the past year & what are its plans for the future?

The PPG has provided considerable feedback, and other patients have contributed at the open meetings. Comments from an independent, limited, social media group have also been taken into account. The GP partners have been very receptive and made a lot of exciting changes and innovations, which include improvements to patient-access to GP's, Advanced Practitioner Nurses and Practice Nurses. On-line booking availability and advanced booking for patients with specific needs, post-natal check-ups for example, has increased. The PPG has been actively involved in discussion about these topics amongst others.

To further Glenlyn Medical Centre's understanding of patient experiences, we plan to conduct a patient survey, starting with the views of patients attending diabetic clinics, for example. Some core group members have already met with one of the diabetic nurses.

Regarding communication, we have expanded membership of the PPG, and are introducing email contact with the wider membership of this 'virtual' PPG group. This should be especially helpful for patients who cannot attend the open meetings. We have a noticeboard at both surgeries and also put notices in

local community venues, on Glenlyn Medical Centre website and on 'East and West Molesey', 'About Thames Ditton' and 'Molesey and Dittons Mums' respective Facebook pages.

We are also hoping to host an educational event with our local cardiology consultant as the guest speaker. The GP partners are helping us with arranging this. Information regarding this will be extended when details are confirmed. One core group member attended a regional PPG conference in London and learned a lot about other PPG's and what they do!

You may have met some of the PPG members who helped out at the flu clinics last year – very enjoyable it was too, especially when there was a cake stall, raising money for Princess Alice Hospice and the MacMillan Nurses.

How can I contact my PPG?

By email: glenlynppg@gmail.com

You can write to us at:

The Glenlyn PPG

C/O Glenlyn Medical Centre
115 Molesey Park Road
East Molesey
Surrey
KT8 OJX

Thanks

Heather, Karen, Rosie & Paul