

REPORT ON SUPPORT RECEIVED IN THE SETTING UP AND MANAGEMENT OF A PATIENT PARTICIPATION GROUP

In 2014 I decided to set up a Patient Participation Group (PPG) for my local surgery and I approached the Practice Manager about this. He was new in post but was very amenable and after several months this was achieved and I was elected as Chair.

This was very successful and we achieved some changes the patients had suggested as well as being able to comment on matters the Practice raised. However, after a couple of years this Practice Manager moved out of the area and unfortunately the PPG broke down.

I had been attending the NHS Birmingham and Solihull CCG PPG Forum meetings and I raised my problems with Jen Weigham who gave me excellent verbal advice on how to approach this including writing more appropriate Terms of Reference (TOR). She also sent me written examples of TORs for me to use as a guide with members of the PPG.

With encouragement and advice from Jen I persisted and the PPG became active again but there were still issues with the interaction with the practice. I again raised this with Jen as I was unable to get the regular meetings arranged to enable the groups issues to be raised and discussed or learn about changes the Practice was proposing.

Jen agreed to attend a formal meeting between myself, the Practice Manager and her secretary. Jen mediated the issues between myself and the practice staff to allow for both sides to air their views. Jen also intervened and gave positive suggestions including a compromise for us both on the TORs and she suggested other ways the PPG could move forward which greatly assisted in the successful progress of our PPG.

Jen also encouraged me to share my story at the CCG PPG Forum meetings where I received encouragement and support from others.

I am sure I would not have been able to continue without the expertise, professionalism and support of Jen.

Sheila Try
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