



Directory of Patient Participation Groups in Lambeth



For

Lambeth Patient Participation Groups Network

Supported by

NHS Lambeth
Clinical Commissioning Group

Background

Healthwatch Lambeth has been asked by the Lambeth Patient Participation Group Network (LPPGN) to carry out a mapping exercise on the status of practice based Patient Participation Groups (PPGs) in Lambeth. This mapping exercise is financially supported by Lambeth Clinical Commissioning Group.

Survey

On 4 July 2014, a questionnaire was set up using survey monkey and was sent out to all 48 General Practices in Lambeth via email. Deadline for completion was 18 July 2014 but this was extended to allow more practices to take part. By the final closing date of 11th August 38 practices had fully completed the questionnaire. Another 4 practices have completed the first page of the survey but have yet to complete the rest of the questions on PPGs.

The information contained in this directory is based on the information provided by the 38 practices in their response to the questionnaire. All practices have had the opportunity to suggest any amendments to ensure the Directory is as up to date and accurate as possible.

The information contained in the directory is purely descriptive. It shows how different PPGs are structured and organised; the ways they communicate with patients; some of the activities and events they are engaged in; their links with other groups; the issues they have raised with the practice and those where changes have resulted.

What is a Patient Participation Group

There is no one definition for a Patient Participation Group but the National Association for Patient Participation (NAPP) suggests that patient participation is a unique partnership between patients, GPs and their practice. Each PPG is unique, evolving to meet local needs. It works in partnership with the practice to:

- offer patient perspective on services provided by practice
- contribute to the continuous improvement of services and quality of care
- foster improved communication between the practice and its patients
- provide practical support for the practice and help to implement change
- help patients to take more responsibility for their health

Generally PPGs are made up of a group of volunteer patients, be supported by the practice manager and one or more of the GPs from the practice; they meet on a regular basis to discuss the services on offer and how improvements can be made for the benefit of patients and the practice.

PPGs should be self organising and patient led. They should be confident to challenge the practice and able to have an open dialogue with the practice.

What is the Lambeth Patient Participation Group Network

The Lambeth PPG Network was established in December 2011. The membership of the PPG Network is open to all Patient Participation Groups (PPGs) in Lambeth. Since formation, it has increased its membership and raised the profile of PPGs with both commissioners and providers.

The purpose of the PPG Network is, by working in partnership with Healthwatch Lambeth to ensure that the interests of patients are fully represented in the planning and provision of healthcare by Lambeth Clinical Commissioning Group (CCG) and Lambeth Health and Wellbeing Board, by:

- supporting and promoting the development of practice-based PPGs
- providing a forum for existing and emerging PPGs to share information and good practice.

The PPG Network has a continuous working relationship with the CCG and the Health and Wellbeing Board and other relevant bodies, to ensure that the views of patients at practice level are systematically fed into commissioning and health improvement plans.

The Directory

This directory describes the state of play of Patient Participation Groups in General Practices in Lambeth in July 2014. The entries are arranged alphabetically.

The directory contains information on 42 practices but only information for 38 PPGs. There are 48 practices in Lambeth but 3 practices have 2 sites, therefore if all practice have a PPG, there could be a maximum of 45 PPGs in Lambeth.

Acknowledgment

Healthwatch Lambeth would like to thank

- ✘ All the GP practices and their PPGs for taking part in the survey
- ✘ Lambeth Clinical Commissioning Group for its financial support for this mapping exercise
- ✘ Graham Barker for his perseverance in pursuing individuals for information

Electronic copies are available from Healthwatch
Lambeth
Tel: 020 7095 5761
waiha.lam@healthwatchlambeth.org.uk

Practices in this directory by Locality

North

Beckett House Practice
Binfield Road Surgery
Hurley Clinic
Lambeth Walk Group Practice
Riverside Medical Centre
The South Lambeth Road Practice
Springfield Medical Centre
Stockwell Group Practice
The Grantham Centre Practice
Vauxhall Surgery

South West

Brixton Hill Group Practice
Clapham Family Practice
Clapham Park Group Practice
Dr Curran & Partners
Dr Gunasuntharam @Partners
Dr Masterton and Partners
Hetherington Group Practice
Sandmere Practice
Streatham Common Practice
Streatham High
Streatham Hill Group Practice
Streatham Place Surgery

South East

Akerman Medical Practice
The Corner Surgery
Crown Dale Medical Centre
Deerbrook Surgery
Herne Hill Group Practice
Herne Hill Road Medical
Iveagh Surgery

Knights Hill Surgery
Myatts Field Medical Practice
The Norwood Surgery
Paxton Green Group Practice
Penrose Surgery
Rosendale Surgery
The Tulse Hill Practice
Vassall Medical Centre

Locality Summary

South East Locality Practices	PPG	Date set up	DES money	Format of meeting	Terms of reference	PPG members	Core group	Patient chair or contact	Meeting frequency	Activities (other than survey)	Raised issues with practice	Achieved change	Community links
Akerman	Yes	2011	Yes	Physical	No	N/K	N/K	No	Quarterly	N/K	N/K	N/K	None
Corner	Yes	2013	Yes	Physical	No	11	No	No	Bi monthly	N/K	Yes	N/K	None
Crown Dale	Yes	2010	Yes	Physical & virtual	Yes	55 (18 physical)	Yes	Yes	Bi monthly	Yes	Yes	Yes	N/K
Deerbrook	Yes	2012	Yes	Physical	No	8 -10	Yes	Yes	Quarterly	N/K	Yes	Yes	None
Herne Hill Group	Yes	N/K	No	Virtual	Yes	323	No	No	Quarterly	N/K	Yes	Yes	None
Herne Hill Road	Yes	2012	Yes	Physical	N/K	8	Yes	No	Monthly	Yes	Yes	Yes	Yes
Iveagh	Yes	2011	Yes	Physical & virtual	No	237	Yes	No	6 monthly	Yes	Yes	Yes	None
Knights Hill	Yes	2009	Yes	Physical	N/K	20	Yes	No	Quarterly	N/K	Yes	N/K	None
Myatts Field	Yes	2014	No	Physical	No	10	No	No	Quarterly	N/K	N/K	N/K	None
Norwood	Yes	2010	Yes	Physical	No	10	Yes	No	Quarterly	N/K	N/k	N/K	Yes
Paxton Green	Yes	2002	Yes	Physical	No	67	Yes	Yes	Quarterly	Yes	Yes	Yes	Yes
Penrose	Yes	2009	Yes	Physical	N/K	9	Yes	No	Quarterly	Yes	Yes	N/K	None
Rosendale	Yes	2012	Yes	Physical & virtual	No	85	Yes	No	Bi monthly	Yes	Yes	Yes	None
Tulse Hill	Yes	A few years	Yes	Virtual, restart physical	No	100	No	No	6 monthly	N/K	Yes	Yes	Yes
Vassall Medical	Yes	2011	Yes	Physical	No	9	Yes	No	Quarterly	Yes	Yes	Yes	None
Water Lane	No	Now	No	Physical	No	N/K	N/K	N/K	N/K	N/K	N/k	N/K	N/K

N/K – not known

Akerman Medical Practice

Practice manager: Neil Rodrigues PM
PPG support staff: Craig McCleary

Practice contact details

Address:	2nd Floor, Akerman Health Centre 60 Patmos Road, London SW9 6AF
Email:	AkermanMedicalPractice@nhs.net
Telephone:	02030496500

Locality:	South East
No of registered patients	4500

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13
PPG form:	Physical
Terms of Reference:	Non
Number of PPG members:	No information
Core/small group:	No information
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attendance from practice:	
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Email ,text, on practice notice board and website
Record of meetings:	Yes
Access to meeting notes:	By request to practice and practice website

PPG activities

Past PPG activities:	Surveys
Promotion method:	No information
Participant's number:	No information

PPG influence

Issues raised with practice:	No information
Changes/impact made:	No information
Link with other community groups:	None

Beckett House Practice

Practice manager: Sandra Connolly

Practice contact details

Address:	Grantham Road, Stockwell, London SW9 9DL
Email:	lamccg.becketthousepractice@nhs.net
Telephone:	02077387030

Locality:	North
No of registered patients	6350

PPG information

Set up date:	Was virtual group with limited success. Started face-to-face since 2013.
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Both physical and virtual. Holds visual meetings, but patients have the choice to be on the mailing list and just receive emails
Terms of Reference:	Yes
Number of PPG members:	30 people on mailing list.
Core/small group:	No but there are some

	members who could be engaged with better. Starting to see small group of 3-4 patients forming and working to build on this.
No of people in small group:	
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	4 monthly
Attendance from practice:	Practice manager, GP partner and receptionist
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Email, text, on practice notice board and website. Personal invites from individual staff members to patients who express an interest in the running of the practice.
Record of meetings:	Yes
Access to meeting notes:	By request to practice, practice website and sent by email to email list.

PPG activities

Past PPG activities:	Annual survey. Will be holding a Macmillan coffee morning in September.
Promotion method:	Website, posters, email, text...
Participant's number:	Survey approx.100 patients.

PPG influence

Issues raised with practice:	Repeat prescribing, appointment system, seeing preferred doctor, provision for Portuguese speakers (high prevalence in Stockwell)
Changes/impact made:	Creation of extra desk at reception to reduce queues and create quieter space, comments box, better access to online services
Link with other community groups:	None

Binfield Road Surgery

Practice manager: Belinda Anderson

Practice contact details

Address:	1 Binfield Road, London SW4 6TB
Email:	belinda.anderson@nhs.net
Telephone:	02075011892 or 02076221424

Locality:	North
No of registered patients	7155

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	8
Core/small group:	No
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Attendance from practice:	Practice Manager
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, email and practice website
Record of meetings:	Yes
Access to meeting notes:	By request to practice and practice website

PPG activities

Past PPG activities:	Patient survey results
Promotion method:	Posters in practice and in Stockwell centre
Participant's number:	No information

PPG influence

Issues raised with practice:	Waiting times What is an emergency? Who's Who Board
Changes/impact made:	Results (Texting), More Electronic Communication
Link with other community groups:	Stockwell centre

Brixton Hill Group Practice

Practice manager: Jackie Morley

Practice contact details

Address:	22 Raleigh Gardens, Brixton Hill London SW2 1AE
Email:	jackiemorley@nhs.net
Telephone:	S 020 8674 6376

Locality:	South West
No of registered patients	10,200

PPG information

Set up date:	2011/12
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Virtual
Terms of Reference:	No
Number of PPG members:	45
Core/small group:	No
No of people in small group:	
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	No information
Agenda set by:	No information
Meetings chaired by:	No information
Invitations sent by:	No information
Invitation methods:	practice notice board and email
Record of meetings:	No
Access to meeting notes:	N/A

PPG activities

Past PPG activities:	Only surveys of views about how the practice is run
Promotion method:	N/A
Participant's number:	N/A

PPG influence

Issues raised with practice:	Via surveys only: extending opening hours, explaining about cuts to GP services, consulting on improving methods of communication about services offered
Changes/impact made:	See above
Link with other community groups:	None

Clapham Family Practice

Practice manager: Gazelle Robertson

Practice contact details

Address:	89 Clapham High Street, London SW4 7DB
Email:	gazelle.robertson@nhs.net
Telephone:	0203 0494735

Locality:	South West
No of registered patients	16000

PPG information

Set up date:	2011
DES money received:	2012/13, 2013/14
PPG form:	Both physical and virtual
Terms of Reference:	No
Number of PPG members:	30
Core/small group:	Yes
No of people in small group:	11
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	6 monthly
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Attendance from practice:	Meetings are attended by manager, administrator and GP
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Phone, email and post
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	Patient satisfaction survey
Promotion method:	Posters in practice and prescriptions
Participant's number:	11

PPG influence

Issues raised with practice:	Telephone systems, Access for partially sighted Access
Changes/impact made:	Change in appointment systems moving away from 48 hour access
Link with other community groups:	None

Clapham Park Group Practice

Practice manager: Chris Newman
PPG support staff: Dr Samantha Brown (GP partner),
 Grant Burford (PPG Coordinator)

Practice contact details

Address:	72 Clarence Avenue London SW4 8JP
Email:	grant.burford@nhs.net
Telephone:	S 0208 678 5420

Locality:	South West
No of registered patients	13904

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	138
Core/small group:	Yes
No of people in small group:	6
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Attendance from practice:	Practice Manager, GP (partner) and PPG Coordinator
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Email, text, on practice notice board, post and practice website
Record of meetings:	Yes
Access to meeting notes:	By request to practice and on practice website Meetings' summaries/achievements displayed on PPG noticeboard and in a Newsletter.

PPG activities

Past PPG activities:	Warm and Well in Winter event , Health & Wellbeing (Mind Apples), Carers Weeks event, Diabetes Presentation, Teach in Healthcare, Outreach at Childrens' Centre, Healthy Walks (Quarterly)
Promotion method:	Website, text, letter, pharmacy, email and noticeboard
Participant's number:	20

PPG influence

Issues raised with practice:	Telephone number change, Continuity of Care, Appointments online changes, Improved GP phone appointment access, Prescription communication improvements. Improved extended hours coverage.
Changes/impact made:	The PPG was the driving force behind all the issues listed above.
Link with other community groups:	Age UK, Lambeth Carers Hub, Clapham Park Project, The Weir Project, Friends of Agnes Riley Gardens.

The Corner Surgery

Practice manager: Jacqueline Brewer
PPG support staff: Karim Redjimi

Practice contact details

Address:	99 Coldharbour lane, London SE5 9NS
Email:	karim.redjimi@nhs.net
Telephone:	S 0207 274 4507

Locality:	South East
No of registered patients	5800

PPG information

Set up date:	2013
DES money received:	2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	11
Core/small group:	No
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Practice website, post, practice noticeboard, text, email and phone
Record of meetings:	Yes
Access to meeting notes:	Practice website and by request to practice

PPG activities

Past PPG activities:	Extended Hours Survey
Promotion method:	Website, practice newsletter, noticeboard and flyers in reception
Participant's number:	8

PPG influence

Issues raised with practice:	Extended hours, online booking, prescription request protocol, telephone triage system
Changes/impact made:	No information
Link with other community groups:	None

Crown Dale Medical Centre

Practice manager: Teresa Goddard
PPG support staff: Dr Nicoletta Scaravilli

Practice contact details

Address:	61 Crown Dale, Upper Norwood London SE19 3NY
Email:	teresa.goddard@nhs.net
Telephone:	S 0208 670 2414

Locality:	South East
No of registered patients	10666

PPG information

Set up date:	2010
DES money received:	2012/13, 2013/14
PPG form:	Physical and virtual via email
Terms of Reference:	Yes
Number of PPG members:	55 total - 18 face to face - 37 virtual
Core/small group:	Yes
No of people in small group:	6
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Attendance from practice:	
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Email, on practice notice board and post
Record of meetings:	Yes
Access to meeting notes:	Practice website

PPG activities

Past PPG activities:	Surveys, handing out surveys, helping with flu clinics etc
Promotion method:	Website, leaflets
Participant's number:	No information

PPG influence

Issues raised with practice:	Appointments, Feedback on walk in service, Seeing GP of choice
Changes/impact made:	Changing appointment system
Link with other community groups:	No information

Deerbrook Surgery

Practice manager: Elizabeth Dearing

PPG support staff: Connie Brockwell

Practice contact details

Address:	216 Norwood Road London SE27 9AW
Email:	elizabeth.dearing@nhs.net
Telephone:	02030496392

Locality:	South East
No of registered patients	4500

PPG information

Set up date:	2012
DES money received:	2011/12, 2012/13
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	8-10
Core/small group:	Yes
No of people in small group:	5-7
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attendance from practice:	
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, email and post
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	Surveys
Promotion method:	No information
Participant's number:	No information

PPG influence

Issues raised with practice:	Appointments
Changes/impact made:	Changes were made to the appointments system
Link with other community groups:	None

Dr Curran & Partners

Practice manager: Mr R Kumar

Practice contact details

Address:	86 Clapham Manor Street, London SW4 6EB
Email:	raj.kumar1@nhs.net
Telephone:	02074116866

Locality:	South West
No of registered patients	8000

PPG information

Set up date:	2005
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	5-10
Core/small group:	Yes
No of people in small group:	6
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
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Attendance from practice:	One GP, nurse and member of the admin team.
Agenda set by:	Joint
Meetings chaired by:	Joint
Invitations sent by:	Practice staff
Invitation methods:	Phone
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	Survey, talks, information sharing
Promotion method:	Online, via email and on website
Participant's number:	5-10

PPG influence

Issues raised with practice:	Premises improvements
Changes/impact made:	Please refer to our patient survey on our website.
Link with other community groups:	None

Dr Gunasuntharam & Partners

Practice manager: Rajini Gunasuntharam

Practice contact details

Address:	31 Prentis Road London SW16 1 QB
Email:	rgunasuntharam@nhs.net
Telephone:	S 020 8664 7379

Locality:	South West
No of registered patients	3700

PPG information

Set up date:	2011
DES money received:	No information 2011/12. None in 2012/13 or 2013/14
PPG form:	Both physical and virtual
Terms of Reference:	No information
Number of PPG members:	30 or more
Core/small group:	Yes
No of people in small group:	15
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	6 monthly
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Attendance from practice:	
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, email and text
Record of meetings:	Yes
Access to meeting notes:	On practice notice board

PPG activities

Past PPG activities:	No specific information
Promotion method:	Notice board
Participant's number:	15

PPG influence

Issues raised with practice:	Opening hours, Patients' choice, Waiting time
Changes/impact made:	No information
Link with other community groups:	None

Dr Masterton and Partners

Practice manager: Gloria Furlan

Practice contact details

Address:	2 Prentis Road London SW16 1XU
Email:	lamccg.drmastertons-EHS@nhs.net
Telephone:	08444773313

Locality:	South West
No of registered patients	5476

PPG information

Set up date:	08/2005
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	On-going
Number of PPG members:	10
Core/small group:	Yes
No of people in small group:	7/8
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Attendance from practice:	Practice Manager/ Administrative Assist.
Agenda set by:	PPG members
Meetings chaired by:	PPG member
Invitations sent by:	PPG members
Invitation methods:	Email/phone call
Record of meetings:	Yes
Access to meeting notes:	By request to practice/PPG Chair

PPG activities

Past PPG activities:	Keep Well and Warm; MacMillan coffee morning, Surgery Open Day; Minor Ailments information poster for patients; Health Information monthly leaflets.
Promotion method:	Website, leaflets and letters
Participant's number:	Unknown

PPG influence

Issues raised with practice:	Changing practice website; Questions/complaints raised by patients; TV Display Health Services information for patients; ID`s for staff members.
Changes/impact made:	Setting times for disclosure of lab results
Link with other community groups:	Walk and fitness group/ Streatham Patient Participation Group Network

Edith Cavell Surgery

Practice manager: Tahira Kamran
PPG support staff: Katie Rack

Practice contact details

Address:	41a-c Streatham Hill, London SW2 4TP.
Email:	lamccg.ecs@nhs.net
Telephone:	020 3049 5900

Locality:	South West
No of registered patients	11850

No PPG information provided

Grafton Medical Partners

Practice manager: Jay Francisco

Practice contact details

Address:	8B Grafton Square Clapham Old Town London SW4 0DE
Email:	jay.fran@nhs.net
Telephone:	S 020 3668 1730

Locality:	South West
No of registered patients	4000

No PPG information provided

Herne Hill Group Practice

Practice manager: Michele Izzo

Practice contact details

Address:	74 Herne Hill, London SE24 9QP
Email:	michele.izzo@nhs.net
Telephone:	02073267854

Locality:	South East
No of registered patients	10400

PPG information

Set up date:	Not known
DES money received:	None
PPG form:	Yes
Terms of Reference:	Yes
Number of PPG members:	323
Core/small group:	No
No of people in small group:	
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Email, text, on practice notice board and website. Also healthunlocked
Record of meetings:	Yes
Access to meeting notes:	Using healthunlocked

PPG activities

Past PPG activities:	No information
Promotion method:	Website, registration, leaflet , notice board, LED board
Participant's number:	At least 20-30

PPG influence

Issues raised with practice:	The appointment system On the day appointments
Changes/impact made:	A new appointment system was implemented but this was rejected after the pilot scheme by the PPG
Link with other community groups:	None

Herne Hill Road Medical

Practice manager: Bernadette Johnson
PPG support staff: June Johnson

Practice contact details

Address:	1-3 Herne Hill Road London SE24 0AN
Email:	bernadettejohnson@nhs.net
Telephone:	S 0207 737 9393

Locality:	South East
No of registered patients	5539

PPG information

Set up date:	2012
DES money received:	2011/12; 2012/13; 2013/14
PPG form:	Physical
Terms of Reference:	No information
Number of PPG members:	8
Core/small group:	Yes
No of people in small group:	Up to 8
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Monthly
Agenda set by:	Joint effort
Attendance from practice:	Practice manager & June (receptionist staff)
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Phone, email, text, on practice notice board and practice website
Record of meetings:	Yes
Access to meeting notes:	By request to practice and on practice website

PPG activities

Past PPG activities:	Annual questionnaire, Healthy living champion who attends surgery, Ruskin Park fete, Partnership with Carnegie Library - events covering diabetes, crisis and keeping warm at Xmas, cancer awareness, carers week (in surgery also) benefit changes, Carers week in surgery Loughborough Junction Action Group health event, Yearly Xmas party
Promotion method:	Posters delivered by members in community to shops, pharmacist, Leaflets (taken to local school and children take home in bags), distributed in community,

	circulated through email networks, Receptionist excellent at having good old fashioned conversations!
Participant's number:	Usually well attended, up to 40.

PPG influence

Issues raised with practice:	Phones and hours
Changes/impact made:	As above. Success has been engaging doctors and practice staff in our events, maybe starting a different dialogue, enabling them a different space, Practice nurse attended the health event
Link with other community groups:	Links with Loughborough Junction Action Group, successful June health event with Guys and St Thomas outreach team, Other groups at our library events, reading out loud, peer group Solidarity in a Crisis, every pound counts, Loughborough farm, links to Lambeth Collaborative, Links through our healthy living champion Members attend PPG network meetings

Hetherington Group Practice

Practice manager: Dorcas Smith
PPG support staff: Dr Steve Mowle

Practice contact details

Address:	18 Hetherington Road London SW4 7NU
Email:	lamccg.hgp@nhs.net
Telephone:	0107 326 2990

Locality:	South West
No of registered patients	9150

PPG information

Set up date:	2004
DES money received:	Yes
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	12
Core/small group:	Yes
No of people in small group:	5-6
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Attendance from practice:	Manager and GP partner
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Email
Record of meetings:	Yes
Access to meeting notes:	Practice website

PPG activities

Past PPG activities:	Surveys
Promotion method:	Reception
Participant's number:	4-5

PPG influence

Issues raised with practice:	New appointment system
Changes/impact made:	Feedback on appointments
Link with other community groups:	Healthwatch, CCG meetings, carers

Hurley Clinic

Practice manager: Pam Elliott
PPG support staff: Lucy Dogley-Darani is PPG lead

Practice contact details

Address:	Ebenezer House Kennington Lane London SE11 4HJ
Email:	pam.elliott@nhs.net
Telephone:	S 020 7735 7918

Locality:	North
No of registered patients	13505

PPG information

Set up date:	2006 or thereabouts
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	Yes
Number of PPG members:	12
Core/small group:	Yes
No of people in small group:	7
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Attendance from practice:	
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Text, on practice notice board, post and practice website
Record of meetings:	Yes
Access to meeting notes:	On practice notice board and practice website

PPG activities

Past PPG activities:	2 Warm and Well in Winter events Event for diabetics Planned event for asthmatics/other chest conditions 3 Healthy Eating events in surgery AGM which is public meeting open to all patients
Promotion method:	Notice in reception area, on website and by text message
Participant's number:	Attendance varies but usually not less than a dozen; 70 at 2013 AGM

PPG influence

Issues raised with practice:	Staff turnover and lack of continuity of care; Access questions, especially appointments; State of waiting area; Need for new tannoy system.
Changes/impact made:	Improved appointments system (still in early stages); Involvement of PPG in some staff recruitment - eg new practice manager.
Link with other community groups:	Nothing formal except PPG Network

Iveagh Surgery

Practice manager: Naomi McCulloch

Practice contact details

Address:	Akerman Health Centre 60 Patmos Road London SW9 6AH
Email:	naomi.mcculloch@nhs.net
Telephone:	S 0203 049 6690

Locality:	South East
No of registered patients	7500

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Both physical and virtual. Mainly email (and post for those without email). No formal meeting structure but patient events held 2-3 times a year.
Terms of Reference:	No
Number of PPG members:	237
Core/small group:	Yes. Not a formal group, but regulars who tend to attend the events
No of people in small	No information

group:	
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	6 monthly
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Email, on practice notice board, post, practice website and face to face by reception staff
Record of meetings:	Yes
Access to meeting notes:	By request to practice, practice website and included in the annual report on the website or by request. Also emailed out to all PPG virtual group members

PPG activities

Past PPG activities:	Surveys and consultations, currently involved in art commission for the building
Promotion method:	Website, face to face, email, notice screens in reception
Participant's number:	6-10

PPG influence

Issues raised with practice:	Opening hours, clinic types, dealing with staff, facilities, access, additional services
Changes/impact made:	Changes in communications, clinic types / times, staff training, facilities
Link with other community groups:	None

Knights Hill Surgery

Practice manager: Mr. Sunil Gupta

Practice contact details

Address:	130 Knights Hill, West Norwood, London SE27 0SR
Email:	sunil@nhs.net
Telephone:	S 020 8670 2940

Locality:	South East
No of registered patients	3734

PPG information

Set up date:	2009
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No information
Number of PPG members:	20
Core/small group:	Yes
No of people in small group:	6
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attended by:	
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, post
Record of meetings:	Yes
Access to meeting notes:	Share information in the following meetings

PPG activities

Past PPG activities:	No information
Promotion method:	Leaflets, posters, website
Participant's number:	6 to 7

PPG influence

Issues raised with practice:	Parking, relocation, EPS and reception staff
Changes/impact made:	No information
Link with other community groups:	None

Lambeth Walk Group Practice

Practice manager: Sarah Cross

Practice contact details

Address:	Lambeth Walk Group Practice 5 Lambeth Walk, London SE11 6SP
Email:	lambethwalkgp@nhs.net
Telephone:	02077354412

Locality:	North
No of registered patients	7614

PPG information

Set up date:	2012
DES money received:	2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	100
Core/small group:	No
No of people in small group:	
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, email, text, on practice notice board and website
Record of meetings:	Yes
Access to meeting notes:	By request to practice and practice website

PPG activities

Past PPG activities:	Surveys, Health Watch attendance, Garden group
Promotion method:	Website, text and reception
Participant's number:	Approximately 100

PPG influence

Issues raised with practice:	Letters printed in large print Timely appointment bookings
Changes/impact made:	Letters printed in large print Timely appointment bookings
Link with other community groups:	None

Mawbey Group Practice

Practice manager: Caroline Gray

Practice contact details

Address:	39 Wilcox Close London SW8 2UD
Email:	c.gray@nhs.net
Telephone:	02074115720

Locality:	North
No of registered patients	No information

No PPG information provided

Palace Road Surgery

Practice manager: Anushia Seevaratnam

Practice contact details

Address:	3 Palace Road London SW2 3DY
Email:	a.seevaratnam@nhs.net
Telephone:	S 020 8674 2032

Locality:	South West
No of registered patients	7400

No PPG information provided

Myatts Field Medical Practice

Practice manager: Dolina Redjimi

Practice contact details

Address:	Akerman Health Centre 60 Patmos Road London SW9 6AF
Email:	lamccg.mfmp@nhs.net
Telephone:	02030496733

Locality:	South East
No of registered patients	4700

PPG information

Set up date:	2014
DES money received:	None
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	10
Core/small group:	No
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attendance from practice:	2 GP partners and practice manager.
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Email, text, on practice notice board and website
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	No information
Promotion method:	No information
Participant's number:	No information

PPG influence

Issues raised with practice:	No information
Changes/impact made:	No information
Link with other community groups:	None

The Norwood Surgery

Practice manager: Michelle Barros
PPG support staff: Nikki Murphy

Practice contact details

Address:	483 Norwood Road London SE27 9DJ
Email:	michelle.barros@nhs.net
Telephone:	0208761 9239

Locality:	South East
No of registered patients	3500

PPG information

Set up date:	2010
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	10
Core/small group:	Yes
No of people in small group:	No information
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attendance from practice:	
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Phone, on practice notice board and post
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	Surveys
Promotion method:	No information
Participant's number:	Survey: 100

PPG influence

Issues raised with practice:	No information
Changes/impact made:	No information
Link with other community groups:	Carers hub, learning disability team, diabetes community team

Paxton Green Group Practice

Practice manager: Janice Marsh
PPG support staff: Sarah Walker
 Dr Stephen Miller

Practice contact details

Address:	Paxton Green Group Practice, 1 Alleyn Park, London, SE21 8AU
Email:	sarah.walker23@nhs.net
Telephone:	S 020 8670 6878

Locality:	South East
No of registered patients	18100

PPG information

Set up date:	2002
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	67
Core/small group:	Yes
No of people in small group:	5 patients the APM and a Partner
Patient	Yes

chairperson/contact:	
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Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attendance from practice:	Practice Manager, Assistant Practice Manager and GP Partner attend each meeting.
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Email, on practice notice board and post
Record of meetings:	Yes
Access to meeting notes:	By request to practice and all members of the PPG are circulated minutes of the meeting

PPG activities

Past PPG activities:	Range of different activities throughout the years but most recently talks from Lambeth CCG, Time bank and the patients have been involved in the survey
Promotion method:	Letters/emails circulated to all PPG members
Participant's number:	Approx 15

PPG influence

Issues raised with practice:	The walk in and wait clinic
Changes/impact made:	<p>A virtual PPG was formed using google groups for patients who were unable to attend the meetings so they are still able to have input.</p> <p>The cleaning schedule was reviewed and signs were put in the toilets to ask patients to inform staff if the toilets are dirty.</p>
Link with other community groups:	Time bank, Lambeth Healthwatch

Penrose Surgery

Practice manager: Mr Sunil Gupta

Practice contact details

Address:	33 Penrose Street London SE17 3DW
Email:	sunil@nhs.net
Telephone:	S 020 7703 3677

Locality:	South East
No of registered patients	5450

PPG information

Set up date:	2009
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No information
Number of PPG members:	9
Core/small group:	Yes
No of people in small group:	6 to 9
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attended by:	
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, on practice notice board, post and practice website
Record of meetings:	Yes
Access to meeting notes:	Following meetings action points are discussed

PPG activities

Past PPG activities:	Reception, district nurses, EPS, Do Not Attends(DNAs), Survey
Promotion method:	Posters, leaflets and website
Participant's number:	6

PPG influence

Issues raised with practice:	District nurses, DNAs
Changes/impact made:	No information
Link with other community groups:	None

Riverside Medical Centre

Practice manager: Sharon Laing
PPG support staff: Kate Jackson

Practice contact details

Address:	Hobart House, St George Wharf London SW8 2JB
Email:	lamccg.riverside@nhs.net
Telephone:	S 020 3049 4500

Locality:	North
No of registered patients	8000

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	38
Core/small group:	No
No of people in small group:	
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attendance from practice:	Lead GP and Practice Operations Manager attend and occasionally the Senior Manager
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Email and post
Record of meetings:	Yes
Access to meeting notes:	Practice website

PPG activities

Past PPG activities:	No information
Promotion method:	Leaflet in waiting area, in local pharmacies
Participant's number:	2-4

PPG influence

Issues raised with practice:	Appointments, access, continuity of care
Changes/impact made:	Change to shifts of doctors, Times of our extended hours
Link with other community groups:	None

Sandmere Practice

Practice manager: Puneet Gupta

Practice contact details

Address:	10 Sandmere Road London SW4 7QJ
Email:	puneet.gupta@nhs.net
Telephone:	02072746366

Locality:	South West
No of registered patients	13154

PPG information

Set up date:	2011/12
DES money received:	2011/12, 2011/12, 2013/14
PPG form:	Both physical and virtual
Terms of Reference:	No information
Number of PPG members:	12
Core/small group:	Yes
No of people in small group:	4
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	6 monthly
Attendance from practice:	
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone and on practice notice board
Record of meetings:	Yes
Access to meeting notes:	By request to practice, on practice notice board and practice website

PPG activities

Past PPG activities:	Surveys, healthy living days
Promotion method:	Leaflets
Participant's number:	4

PPG influence

Issues raised with practice:	Access, opening hours
Changes/impact made:	Opening hours
Link with other community groups:	None

The South Lambeth Road Practice

Practice manager: Brian Douglass

Practice contact details

Address:	1 Selway House, 272 South Lambeth Road, London, SW8 1UL
Email:	LAMCCG.southlambethroad@nhs.net
Telephone:	S 020 7622 1932

Locality:	North
No of registered patients	6800

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	21
Core/small group:	Yes
No of people in small group:	2-4
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	No information
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Email and post
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	Surveys and general meeting discussions
Promotion method:	Website, leaflet and in-house promotions
Participant's number:	Small number at meetings

PPG influence

Issues raised with practice:	Opening hours, waiting times, appointment system, access and confidentiality.
Changes/impact made:	Cycle stand installation New entrance hand rail installation.
Link with other community groups:	None

Springfield Medical Centre

Practice manager:

PPG support staff: Lurana Goldring

Practice contact details

Address:	110 Union Road, London SW8 2SH
Email:	lurana.goldring@nhs.net
Telephone:	S 0203 049 4600

Locality:	North
No of registered patients	6467

PPG information

Set up date:	01/04/2011
DES money received:	2011/12, 2012/13
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	17
Core/small group:	Yes
No of people in small group:	4
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Agenda set by:	PPG members
Meetings chaired by:	PPG members
Invitations sent by:	Practice staff
Invitation methods:	Phone, text, on practice notice board, practice website and face to face
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	Survey to engage the PPG concerns
Promotion method:	Website, text ,leaflets, prescriptions note and face to face
Participant's number:	17

PPG influence

Issues raised with practice:	Waiting time to get through on the telephones
Changes/impact made:	More staff on the phone at key times
Link with other community groups:	Healthwatch Lambeth and Carers Hub

Stockwell Group Practice

Practice manager: Jenny Hoggins

Practice contact details

Address:	107 Stockwell Road London SW9 9TJ
Email:	jenny.hoggins@nhs.net
Telephone:	020 7274 3225

Locality:	North
No of registered patients	13000

PPG information

Set up date:	2011
DES money received:	2011/12, 2011/12, 2013/14
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	10
Core/small group:	Yes
No of people in small group:	No information
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attendance from practice:	Practice Manager and GP
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Email, Post
Record of meetings:	Yes
Access to meeting notes:	On practice notice board and website

PPG activities

Past PPG activities:	Surveys, Educational talks
Promotion method:	Practice website, Noticeboard in reception, Word of mouth from Clinicians
Participant's number:	Participant number varies depending on activities

PPG influence

Issues raised with practice:	Did Not Attend, Telephone calls, Children's play area Practice service directory
Changes/impact made:	New telephone system
Link with other community groups:	The PPG Chair attends the Healthwatch meetings & Lambeth wide PPG meetings

Streatham Common Practice

Practice manager: Elaine Richmond
PPG support staff: Tracey Hayward

Practice contact details

Address:	St Andrews Church Hall, Guildersfield Road, London SW16 5LS
Email:	No information
Telephone:	0203049 5470

Locality:	South West
No of registered patients	12,000

PPG information

Set up date:	2012
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	Yes
Number of PPG members:	25
Core/small group:	Yes
No of people in small group:	About 6
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Monthly
Agenda set by:	PPG members
Meetings chaired by:	PPG members
Invitations sent by:	PPG members
Invitation methods:	Email, text and on practice notice board
Record of meetings:	Yes
Access to meeting notes:	By request to practice, on practice notice board and phone to chair

PPG activities

Past PPG activities:	Well and Warm event for the over 75s Network meeting with local pharmacies Supporting patients with annual practice survey Open day August 2012 Macmillan coffee morning planned 26 th September 2012
Promotion method:	Letters, texts, website, notice board and posters
Participant's number:	Over 50 people attended the well and warm event

PPG influence

Issues raised with practice:	Extended phone lines Staff wearing name badges Patients able to talk to reception staff privately if wished
Changes/impact made:	Joint PPG and practice monthly Health Information leaflets on important and current issues, such as how to reduce the Did Not Attend figures, how to avoid going to A&E, how to understand and best use the repeat prescription system, hay fever and other summer problems
Link with other community groups:	The Streatham PPG Network who discuss all aspects of current NHS issues. The Baldry Gardens building now regularly used by Streatham Network as the hub for meetings and events. The Basira elderly persons organisation who would like to use the Baldry Gardens site The Streatham residents association who pass on all PPG issues Talks to be organised with the Alzheimer Group

Streatham High

Practice manager: Deborah Brown
PPG support staff: Lauren Thompson

Practice contact details

Address:	2-8 Gracefield Gardens London SW16 2ST
Email:	deborahbrown@nhs.net
Telephone:	02030494850

Locality:	South West
No of registered patients	12000

PPG information

Set up date:	2007
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical and virtual (by email)
Terms of Reference:	No
Number of PPG members:	13
Core/small group:	Yes
No of people in small group:	No information
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, email, text, on practice notice board and website
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	No information
Promotion method:	No information
Participant's number:	No information

PPG influence

Issues raised with practice:	No information
Changes/impact made:	No information
Link with other community groups:	No information

Streatham Hill Group Practice

Practice manager: Viliam Holicka

Practice contact details

Address:	6 Leigham Court Road, London, SW16 2PG
Email:	lamccg.streathamhillgrouppractice@nhs.net
Telephone:	020 3049 5120

Locality:	South West
No of registered patients	8000

PPG information

Set up date:	2012
DES money received:	2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	Yes
Number of PPG members:	8
Core/small group:	Yes
No of people in small group:	4
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Email
Record of meetings:	Yes
Access to meeting notes:	By request to practice and on practice website

PPG activities

Past PPG activities:	Survey
Promotion method:	Leaflets
Participant's number:	3

PPG influence

Issues raised with practice:	No information
Changes/impact made:	No information
Link with other community groups:	Yes but no further information

Streatham Place Surgery

Practice manager: Sapna Sharma

Practice contact details

Address:	26-28 Streatham Place Streatham London SW24QY
Email:	sapnapatel1@nhs.net
Telephone:	02086748500

Locality:	South West
No of registered patients	02086748500

PPG information

Set up date:	2012
DES money received:	2011/12, 2011/12
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	No information
Core/small group:	No information
No of people in small group:	No information
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Agenda set by:	Practice staff
Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Phone, text, on practice notice board, post and website
Record of meetings:	Yes
Access to meeting notes:	By request to practice and on practice notice board

PPG activities

Past PPG activities:	No information
Promotion method:	No information
Participant's number:	No information

PPG influence

Issues raised with practice:	Seeing the GP of choice, access, urgent needs on the day,
Changes/impact made:	More telephone triage on the day, Practice improving on DNAs (Did not attends), Text messaging system in place, New cancellation line
Link with other community groups:	Streatham Common PPG

The Grantham Centre Practice

Practice manager: Jonathan Wilmshurst

Practice contact details

Address:	Beckett House, Grantham Road Stockwell, London SW9 9DL
Email:	jwilmshurst@nhs.net
Telephone:	S 020 7733 6191/6192

Locality:	North
No of registered patients	6000

PPG information

Set up date:	2009
DES money received:	2011/12, 2012/13
PPG form:	Both physical and virtual
Terms of Reference:	No information
Number of PPG members:	About 80
Core/small group:	No
No of people in small group:	No information
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	6 monthly
Attendance from	Practice Manager, GPs, Admin

practice:	and Reception staff and Practice Nurse will do in future meetings
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, email, text, post, on practice notice board and website
Record of meetings:	Minutes taken
Access to meeting notes:	By request to practice and on practice website

PPG activities

Past PPG activities:	Questionnaires, Active input in meeting and active discussion
Promotion method:	Websites, letters to regulars, email
Participant's number:	About 80

PPG influence

Issues raised with practice:	Seeing a GP, Opening hours, Decor of the surgery, possible new clinics, Staff performance
Changes/impact made:	Decor of surgery, Website presentation, Future meetings
Link with other community groups:	No information

Rosendale Surgery

Practice manager: Judy Williams

Practice contact details

Address:	103A Rosendale Road London SE21 8EZ
Email:	judy.williams@nhs.net
Telephone:	S 020 8761 8070

Locality:	South East
No of registered patients	5711

PPG information

Set up date:	2012
DES money received:	2012/13
PPG form:	Both physical and virtual via email
Terms of Reference:	No
Number of PPG members:	85
Core/small group:	Yes
No of people in small group:	On average 5
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Bimonthly
Agenda set by:	Practice staff

Meetings chaired by:	Practice staff
Invitations sent by:	Practice staff
Invitation methods:	Email and quarterly newsletter
Record of meetings:	Yes
Access to meeting notes:	By request to practice and on practice website

PPG activities

Past PPG activities:	The PPG members have been involved in devising the practice survey, discussing the results and putting into place an action plan to improve specific areas highlighted in the results of the survey. More recently they have been very proactive in obtaining signatures for our petition.
Promotion method:	Reception staff in surgery and via the website.
Participant's number:	Usually in excess of 100 participate in surveys

PPG influence

Issues raised with practice:	Surgery opening times, Lack of appointments, types of appointments, Telephone system
Changes/impact made:	<p>We used to have a 0844 telephone number but have since switched to an 0208 number when PPG said that calls to the surgery were too expensive for patients.</p> <p>Also, we have created leaflets informing patients about the various appointments we offer, what to do and where to get help when we are closed and what to expect when a doctor or nurse refers a patient for further care - these leaflets have proven very helpful for patients.</p>
Link with other community groups:	None

The Tulse Hill Practice

Practice manager: Jenny Read

Practice contact details

Address:	4 Hardel Rise, London SW2 3DX
Email:	LAMCCG.tulsehillpractice@nhs.net
Telephone:	S 020 8671 3448

Locality:	South East
No of registered patients	7600

PPG information

Set up date:	Has been going for quite a few years.
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Virtual. By e-mail and text. We have also had meetings in the past and intend to re-start these.
Terms of Reference:	No
Number of PPG members:	Usually over 100 patients join in and give views.
Core/small group:	No
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	6 monthly
Attendance from practice:	Practice Manager and GP.
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, email, text, on practice notice board and website
Record of meetings:	Yes
Access to meeting notes:	Practice website

PPG activities

Past PPG activities:	Surveys
Promotion method:	Website, poster, text and email
Participant's number:	Up to 100

PPG influence

Issues raised with practice:	Appointment system
Changes/impact made:	Appointment system changed due to patients requests
Link with other community groups:	In the process of trying to set up English classes for non-english speakers with emphasis on accessing healthcare appropriately

Vassall Medical Centre

Practice manager: Beera Patel
PPG support staff: Grant Griffiths

Practice contact details

Address:	89 Vassall Road, London SW9 6NA
Email:	lamccg.vassallmedicalcentre-ehs@nhs.net
Telephone:	S 020 7793 3100

Locality:	South East
No of registered patients	7400

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13, 2012/13
PPG form:	Physical
Terms of Reference:	No
Number of PPG members:	9
Core/small group:	Yes
No of people in small group:	7
Patient chairperson/contact:	No

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	Phone, on practice notice board, post and practice website
Record of meetings:	Yes
Access to meeting notes:	By request to practice and on practice website

PPG activities

Past PPG activities:	Surveys, open days and talks
Promotion method:	Website, leaflets and text messages
Participant's number:	10 - 20

PPG influence

Issues raised with practice:	Appointments (availability, booking etc)
Changes/impact made:	Online access has been more widely publicised Comments & suggestion boxes have been put into place
Link with other community groups:	None

Vauxhall Surgery

Practice manager: Chris Frawley

Practice contact details

Address:	8 Jonathan Street, London SE11 5NH
Email:	LAMCCG.vauxhallsurgery@nhs.net
Telephone:	S 020 7735 1971

Locality:	North
No of registered patients	3137

PPG information

Set up date:	2011
DES money received:	2011/12, 2012/13, 2013/14
PPG form:	Physical
Terms of Reference:	Yes
Number of PPG members:	8
Core/small group:	No
No of people in small group:	No information
Patient chairperson/contact:	Yes

Conduct of PPG meetings

Frequency of meeting:	Quarterly
Attended by:	Practice manager, practice nurse
Agenda set by:	Joint effort
Meetings chaired by:	Joint effort
Invitations sent by:	Practice staff
Invitation methods:	On practice notice board, email and phone
Record of meetings:	Yes
Access to meeting notes:	By request to practice

PPG activities

Past PPG activities:	Surveys
Promotion method:	Posters
Participant's number:	Surveys completed by at least 100 members of practice population

PPG influence

Issues raised with practice:	Availability of appointments
Changes/impact made:	Changes in appointment system
Link with other community groups:	None

Water Lane Surgery

Practice manager: Annemarie Godsall

Practice contact details

Address:	48 Brixton Water Lane London SW2 1QE
Email:	agodsall@nhs.net
Telephone:	020 7737 9449

Locality:	South East
No of registered patients	6300

PPG information

Set up date:	In the process of setting one up and advertising this within the practice.
DES money received:	None
PPG form:	Start as physical but might move to both virtual and physical once established
Terms of Reference:	No
Number of PPG members:	No information
Core/small group:	No information
No of people in small group:	No information
Patient	No information

chairperson/contact:	
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Conduct of PPG meetings

Frequency of meeting:	No information
Attendance from practice:	No information
Agenda set by:	No information
Meetings chaired by:	No information
Invitations sent by:	No information
Invitation methods:	On practice notice board and website
Record of meetings:	No information
Access to meeting notes:	No information

PPG activities

Past PPG activities:	No information
Promotion method:	No information
Participant's number:	No information

PPG influence

Issues raised with practice:	No information
Changes/impact made:	No information
Link with other community groups:	No information