

[RUSTLINGS ROAD SURGERY](#)
[PATIENT PARTICIPATION GROUP](#)
[SPRING 2025 NEWSLETTER](#)

[INTRODUCTION](#)

Dear PPG members and potential members!

Apologies it has been a while since the PPG has been in touch.

In 2022 our PPG expanded from 20 members to an amazing 100 members and we hope a lot of those members are still happy to be part of the group. The PPG mainly operates virtually but from time to time everyone will get the opportunity to meet with a few other members to discuss and support the practice.

Our PPG used to meet three times a year; in the Spring, Summer and Autumn but due to a number of factors we have not met for some time. As you will know we are a small practice so we are unable to accommodate 100 patients in the building for a face to face meeting; we can only accommodate around 15 patients in the waiting room.

Therefore the aim of the PPG is for it to run as a virtual PPG where information is shared by newsletter, email and anyone can email in views, suggestions or issues they would like to raise. With the aim to meet face to face three times a year alternating which PPG members attend so everyone has the opportunity.

Our fantastic PPG chair Jenny has now stepped down from the role after many years of supporting us—thank you Jenny! We are therefore looking for a new chair to take on the running of the PPG and breath some new life into the Rustlings Road PPG!

[What is a PPG?](#)

Patient Participation Groups can make a real difference. They should reflect who lives in the local area. There is quite a lot of information on PPGs on the Internet.

Most of the following is drawn from the Patients Association publication Patient Participation Groups A guide to setting up and developing your PPG April 2021, picking out the things most relevant for the Rustlings Road PPG.

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

A PPG is a group of volunteer patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

A PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities and disabilities representing the patient list are encouraged to join.

The aims and work of each PPG depends entirely on local needs but they all have the aim of making sure that their practice puts the patient and improving health at the heart of everything it does.

PPGs can give patients and practice staff the opportunity to meet and discuss topics of mutual interest.

PPGs can provide a means for patients to become more involved and make suggestions about the healthcare services they receive.

PPGs can explore issues from patient complaints and surveys, contribute to action plans and help monitor improvements.

PPGs can support the practice in promoting health awareness and patient education.

WHAT CAN YOU EXPECT FROM RUSTLINGS ROAD PPG

The Rustlings Road PPG is quite informal, supportive of the practice, working in partnership with the doctors and practice staff.

The PPG is a critical friend and can raise difficult issues but the relationship between the PPG and surgery is respectful and mutually supportive.

Anyone with an interest in the PPG joins the virtual PPG where information is shared by newsletter and email and anyone can email in views, suggestions or issues they would like to raise.

The virtual group is now about 100 strong. Face to face meetings pre-Covid were held three times a year – autumn, spring and summer – for about 60 minutes. We can only accommodate about a fifteen members for face to face discussions so you can expect to be invited to a face to face meeting every few years.

We have a simple agenda for each meeting and there is no obligation to do anything between meetings. The agenda is usually: welcome and introductions, update from the practice and discussion, in-depth discussion of a particular theme or topic, collection and discussion of patient feedback and any other business.

We also have the option to be part of a network PPG, working with a number of practices in the local area.

OPPORTUNITY TO MAKE A DIFFERENCE IN YOUR COMMUNITY—RUNNING THE RUSTLINGS ROAD PPG!

Our chair Jenny has now stepped down from the role after an amazing 10 years—thank you Jenny!

We are looking for someone to take over as chair; we are currently quite informal and activity is minimal - mainly a quarterly newsletter, meeting face to face three times a year and monitoring the PPG email and responding to emails and liaising with the practice.

We are happy for the new chair to continue on this basis or if they would like to be more ambitious with the group that's great too!

There is opportunity to join up with other PPG's within our network of local practices for mutually beneficial discussions.

If you would be interested in taking on the role of chair please email the Rustlings Road PPG email at:

rustlingsroadsurgeryppg@outlook.com

UPDATE FROM THE PRACTICE

Dr Wight retired from the surgery October 2023 and we welcomed Dr Habashi to the team. Dr Mawer took over the role of senior partner and works alongside our partner Dr Liz Ness.

We continue to offer both face to face and telephone GP appointments which can be bookable both online via the NHS app or SystmOnline or by calling us.

In addition to the GP appointments we also have Billie our Advanced Nurse Practitioner who works three sessions a week seeing minor illness and respiratory conditions.

We welcomed Sarah to the team October last year. Sarah is a member of the network pharmacy team and works with us three sessions a week - you may have spoken with Sarah to review your medication!

We welcomed a new Practice Nurse to the team in January, Emily Wingfield, welcome Emily! Emily works four days a week and has been working hard reviewing our patients with Asthma and COPD ensuring they are reviewed appropriately and on the right treatment plan.

We are currently advertising for a new GP to join our team and we hope to have a someone in post by the Autumn.

We completed another success flu vaccine campaign over the Autumn and Winter and have just completed Spring Covid boosters.

We continue to work closely with our network of local practices—the Portervalley Network. We have access to a first contact practitioner (musculoskeletal assessments), a mental health worker, listening service, and wellbeing hub. This is in addition to extended access appointments available evening and weekends with a GP, Advanced Nurse Practitioner, Practice Nurse and Healthcare Assistant. The GP appointments are mainly staffed by the local practices including our own GP's. It may be you are offered an appointment in one of the hubs so you can be seen as soon as possible.

REQUEST

If you have any feedback, suggestions or ideas for the surgery or PPG please do get in touch by emailing rustlingsroadsurgeryppg@outlook.com

Please do get in touch if you would be interested in the position of chair of the PPG—we cannot keep the PPG going without a chair!

We hope to arrange a meeting in the summer and we will send out a booking link to register if you would like to attend - places will be limited so first come first serve!

Thank you

The Rustlings Road Surgery Team