

BALHAM PARK SURGERY PATIENTS LIAISON GROUP (BPSPLG) HIGHLIGHTS OF OUR WORK MAY 2007- MAY 2008

“BPSPLG’s aim is to assist doctors and surgery staff to provide, and patients to access, the best possible health care at Balham Park Surgery.”

The past year

Growth in BPSPLG database as new patients opt in – now about 1300, a year ago it was only half that. Communications costs up substantially but little effect on numbers of regular participants at regular or educational meetings.

Two 5 page newsletters published – May 07 and March 08

Evening educational sessions organised on Travel Health and Breast Care

Very involved with consultation exercises within Wandsworth and wider across London: 1) temporary relocation of services from Bolingbroke Hospital 2) Healthcare for London (Darzi review) 3) Battersea and North Wandsworth future services

Kept up BPSPLG’s defence of the surgery’s extended hours services as the PCT encourages more surgeries to open longer and shares out the money more thinly.

Assisted the surgery team in considering the findings of this year’s Improving Practice Questionnaire (IPQ) and identifying priorities patients would like to see for future improvement in telephone waiting times, seeing a practitioner of choice and keeping to scheduled times for booked appointments.

Decided with the practice how to spend BPS’s share of “freed up resources” from practice-based commissioning.

Successful in finding new source of funding. BPSPLG now funded on basis of an annual budget put to the practice and the funding comes from freed up PbC resources – a model to the rest of the PCT.

Active in our practice-based commissioning cluster steering group – Wandle Practices.

The future?

- Revisit our overall aim and revise our strategic objectives to cover 2008-10
- Promote wider participation of members
- Maximise our use of electronic communication to keep growing but reduce costs.
- Organise education sessions that people say they want – suggestions?
- Get involved with new Local Involvement Network (LINK)?
- Other ideas?