

**Subject:** Fw: Haddenham Surgery - new Patient Group and information sharing  
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**Date:** 14/01/2025 11:59

Hi there

Apologies I sent this to the old email address but have updated contact info now for future use.

Thanks

Louisa

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**From:** MERESIDE-PATIENTGROUP (STAPLOE MEDICAL CENTRE) <[cpicb.mereside-patientgroup@nhs.net](mailto:cpicb.mereside-patientgroup@nhs.net)>  
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**Cc:** WOOD, Louisa (STAPLOE MEDICAL CENTRE) <[louisa.wood1@nhs.net](mailto:louisa.wood1@nhs.net)>  
**Subject:** Haddenham Surgery - new Patient Group and information sharing

Dear Councillors,

I hope this finds you well. Thank you again for all of your support on the planning application for new premises for Stretham branch of Haddenham Surgery. We are continuing to work through the financial approvals required to secure final NHS Business Case approval.

Today I am writing in respect of our Patient Participation Group. As you may know, all General Practices must have a Patient Participation Group. The purpose of the group is to build a constructive, two-way relationship between patients and the practice, to work together to improve the service.

Traditionally Patient Participation Groups were quite formal, with Terms of Reference, elected members and requirements around meetings. Since Covid, we have found it increasingly difficult to maintain the membership. Unfortunately during last Summer we had to dissolve the existing Group due to insufficient interest.

We have taken the opportunity to rethink our approach. We are keen to reach more of our patients, by having a Patient Group that is as open, inclusive, and representative as possible. All patients over the age of 16 are automatically members of the group and are welcome to join in as much or as little as they feel able.

We believe one way to do that is through video. I am excited to share our first two videos with you our YouTube channel ([www.youtube.com/@MereseMedical](http://www.youtube.com/@MereseMedical)):

1. [Using Video to Keep You Informed](#)
2. [New Patient Group – Working Together for Better Healthcare](#)

These are available in six languages including English. We also have a new [Patient Group Charter](#), and accompanying document '[How we work with our patients](#)'.

We believe a second, complementary way to reach more patients is to engage more directly with District Councillors, as the elected representatives of a portion of our patient population. In the first instance, we see this taking a couple of forms, but would welcome your feedback and would happily have a conversation about this:

1. We will share all newsletters and substantive updates with all District Councillors whose wards overlap with our practice catchment areas. We hope this is informative in your work in the community.
2. We would very much welcome an open conversation with you in respect of any queries you may have about our service, or feedback you have received from your constituents. Please do not hesitate to reach out to us at [cpicb.mereside-patientgroup@nhs.net](mailto:cpicb.mereside-patientgroup@nhs.net).

We hope that the videos are useful in explaining our new approach. At the moment we are still working through the content of upcoming updates so if there are particular topics you feel that your constituents would be interested in, please let us know.

I would very much welcome your thoughts on the above proposal once you have had time to discuss.

Best Wishes,

Louisa Wood, PhD, Chief Operating Officer

and

The Merese Medical Team

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