

## **Two Rivers Medical Centre Patient Participation Group Annual Report April 2016**

Following the merger, last April, of the Lattice Barn and Woodbridge Road practices The Two Rivers Medical Centre (TRMC) Patient Participation Group was formed. We have welcomed the regular presence of staff of the Centre at our meetings and thank them for the open discussions that have followed. Two GPs, the Business Manager and the Operations Manager have all attended whenever they were available.

It has been an incredibly busy time for all staff and we have acknowledged the difficulties of cramped working conditions, a reduction in the number of GPs and the managing of the ongoing building project. We have been kept informed of the pressures that the practice has been under and the measures that have had to be taken to ensure patients are seen in an appropriate timescale. The appointments of the Operations Manager, Clinical Pharmacist and two Visiting Clinicians have helped to ease the situation.

We have held bi monthly meetings that are always well attended. We have a group of 11 patient members.

The PPG has assisted the Practice by

- Attending at the flu clinics
- Making suggestions for the website and waiting room screens
- Commenting on design proposals for the TRMC
- Offering feedback on various issues that affect the surgery such as patients who fail to attend appointments
- Monitoring the complaints and praise to the Practice
- Giving feedback on the access to coded records
- Establishing a designated PPG email to deal with queries directly

Members have attended the public meetings of the East Suffolk Clinical Commissioning Group and have attended liaison meetings organised by them for PPG's. One member spoke to the CCG meeting of her patient experience. Another attended at the Ipswich Hospital Health Research Group meeting.

An Annual Report should reflect the past year. The national shortage of GPs is of great concern to us and efforts to resolve this seem a long way off. The year has been one that, by necessity, has seen us treading water and being unable to put ideas into fruition. We have supported the surgery whenever we could and have been a "critical friend" on several occasions.

The move into the new Medical Centre is on target for July of this year. This will, at last, give us an opportunity to expand the role of the PPG and to assist the practice in offering a wider range of services and advice to patients

We would like to acknowledge the hard work that all staff undertake but again make special mention of Dr Jonathan Knight. He has attended all of our meetings whilst working tirelessly for his patients as well as being lead GP for the development project.

Anne Walker April 2016