

**Two Rivers Medical Centre
Patient Participation Group
Chairman's Annual Report April 2017**

The Group has been very active since my report of April 2016.

The move into the medical centre was well planned and we assisted both before and afterwards in familiarizing patients with the new building. We collected feedback and fed these comments back to the staff. The different working practices of both Lattice Barn and Woodbridge Road surgeries have been amalgamated as smoothly as possible.

We have welcomed the regular presence of staff at our meetings and thank them for the open discussions that have followed. Two GPs, and various administrative staff have all attended whenever they were available.

We have held bi monthly meetings that are always well attended. We have a group of 10 patient members.

The PPG has assisted the Practice by

- Holding an Open Evening, for patients, ahead of the move into TRMC. This was very well attended with staff and developers present to explain the new building and to answer questions
- Visiting both Woodbridge Road and Lattice Barn surgeries to talk with patients about the move and to answer any questions
- Covering all sessions for the first fortnight to help familiarise patients with the new building
- Gathering comments on all aspects of the building and services provided ,and fed these back to the staff
- Designing a patient leaflet with the help of the CCG
- Assisting at the autumn flu clinics and gathering follow up comments
- Making suggestions for the website and waiting room screens
- Monitoring the complaints and praise to the Practice including those comments posted online
- Monitoring The numbers of appointments lost by patients not attending (DNA"s) and making suggestions for letters to address this issue
- Organising a successful health education event which included the official opening of TRMC in December. This was covered by the media.

Members have attended the public meetings of the East Suffolk Clinical Commissioning Group and have attended liaison meetings organised by them for PPG's.

We look forward to our next health event at TRMC which will be held on May 18th 2017.

The national shortage of GPs is still of great concern to us and efforts to resolve this seem a long way off. Appointments are not always easy to obtain and we have been concerned at the number of appointments that are missed when patients fail to attend.

The addition of two visiting clinicians, clinical pharmacist and more reception staff is helping to alleviate the situation.

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. I also wish to record my thanks to Jo Hutchinson for being such an efficient and helpful secretary.

Anne Walker April 2017