

## CHAIRS REPORT TO MOORLANDS MEDICAL PATIENT PARTICIPATION GROUP

2<sup>nd</sup> JULY 2024

I would like to start by thanking everyone, especially Bas and Rachel, for the help and support that I have received during the last 12 months. When I was elected to be the group chair I soon realised that I actually knew very little about how the N.H.S. “worked”. I was also surprised to discover how close the P.P.G. worked with the surgery, not only with disseminating information but also by carrying out duties like helping with the Covid vaccination rollout. Also asking, and on occasion, helping patients to fill out, satisfaction questionnaires after their doctors’ consultations.

It has been a busy year and the meetings have taken place at the Coach House, or, on 2 occasions when extra space was needed, at St Lukes Church. On both these 2 occasions we had not only a guest speaker in Tracy Shewan, but also members of the other PPG teams from the local area network. We were also, joined by Dr Briscoe and Fran Guy for the first of these 2 meetings.

The PPG performance review/action plan was updated. The Constitution also, by virtue of the practice management team, received a long overdue update. Bas has since produced a further draft update which we will ratify during a future meeting.

Rachel has attended each meeting, keeping us updated with anything that we needed to know about the basic running of the surgery. These updates have usually been followed by healthy discussion. Rachel also informed us about the recruitment of a new receptionist and the retirement of Nurse Practitioner Liz Knobbs.

The display team have worked their magic on a number of occasions. The first and perhaps the most significant was created as a follow up to the annual patient survey and was called “You said, we did”. There have been many more since and a high standard has been maintained throughout.

A new subgroup has been formed and David Jones and myself have been discussing a way to help patients access and use the NHS app. Bas has secured slots on local radio. Although I have not heard any of these broadcasts I have no doubt that he has done a sterling job of informing the public about the work of the PPG.

Kathy Richards has taken the meeting notes at recent meetings as well as producing our activities leaflet, I don't know how you find the time.

This has been a small snapshot of the work that has been undertaken during the last 12 months. I know that I could have covered much more, and I apologise for everything that I have omitted, but I feel that I have spoken for long enough.

Thank you

Steve.