

## PPG REPORT AGM 2017/18

- It has been a very busy year.
- Sudbury Premises: although rent funding had been approved by the CCG, to date no suitable premises have been identified.
- We have continued to pursue the issue regarding patients having to travel to WSH to collect some medications e.g. methotrexate injections, despite our putting a case to the CCG with case histories as evidence.
- Phlebotomy Services at SHC: are closely monitored by the Group.
- Some members have attended the Lunch & learn sessions at SHC, not sure if they are to continue since Clare Frewin who attended one of our meetings is nearing the end of her contract. Talks given by various organizations with other professionals and groups represented.
- Thanks to Diane for liaising with SFP to reinstate Pharmacy Opening Times.
- PPG Notice Boards have been installed in all five surgeries and are updated every two months by Diane & Tanya.
- Tanya as our representative attended the NAPP Conference and keeps us informed of their bulletins.
- Philip has set up a Hardwicke House PPG e mail address.
- Three Newsletters have been distributed with another ready.
- Four members attended the Patient Revolution in July.
- In March the CCG organised an amnesty for the return of redundant medical equipment. This was advertised in the surgeries and was successful.
- The Patient Survey was rather later in the year than originally planned and actions for the surgery and the group identified. Results are in the Newsletter. Thank you to those of you who took part. Diane, Tanya, Sylvia, Margaret, Phil and William.
- Members of the group also attended the 'flu clinics handing out Newsletters and information from the CAB and Age Concern. Unfortunately the clinics are so busy there is little opportunity to promote the PPG.
- There have been a number of guest speakers at our meetings, (records of those meetings are found in previous minutes, and there are others waiting to be invited.
- The group has had a key role in the development of PPGs across West Suffolk. Our thanks to Diane, Phil and Tanya who have all been involved with this. This is ongoing but to date we have had little success in making contact with other groups in our area but we keep trying!
- Margaret and Phil have attempted to speak to someone at both Upper Schools in an effort to encourage young people to develop an awareness of our group.
- We have been pleased to welcome five new members: Pam White, Lisa King, Norman Hume, Eric Catton and Brian Williams.

My thanks to you all for your time and commitment to this group, and to David for all the support and encouragement you give to us all. And to thank Sheila who joined us from the Hardwicke House admin staff as our minute taker.

My personal thanks to Diane and Phil for the support they have given me in the past year to help me continue in my role here, and to those of you who have also been kind and supportive thank you.