

## **PPG REPORT FOR AGM – 2018/19**

- We have had another busy year and during the year were pleased to welcome Stewart Sheridan, representing Cornard Parish Council and in the autumn, we welcomed Stewart Fountain appointed as Practice Business Manager taking over from David Cripps on his retirement.
- The PPGs Terms of Reference were updated at the AGM in February (minutes 2.2.18 refer).
- Four members of the group took part in the consultation regarding the new telephone system.
- Contact was made with both local Upper Schools to try and recruit a young person to the group. Only one person responded, she attended one group meeting but was due to be continuing her studies elsewhere and we heard no more from her.
- Diane has continued to ensure that Pharmacy Opening times are printed in the Suffolk Free Press. Diane has also kept us up to date with information regarding travel arrangements to and from West Suffolk Hospital and other health providers.
- Tanya has continued with representing the group with NAPP, the Surgery has paid for our membership. Phil also gave us the passwords for accessing the NAPP website.
- Three Newsletters were produced and edited by Phil and contributions made by the Practice, members of the group and external organisations.
- The five PPG Notice Boards in surgery waiting rooms have been updated regularly, with a special interest theme posted each month. Thanks to Diane, Tanya & Phil.
- In the Spring we were all involved in the launch of the Sharing Information Campaign covering all five surgeries over two weekly sessions. Thanks to you all for your support.
- In July, five of us attended the Patient Revolution, organised by the CCG in what has become an annual event. We were pleased to see that Dr.Talebpour and David Cripps also attended on behalf of the surgery.
- July was also the month to celebrate 70 years of the formation of the NHS. The meagre budget allotted to the surgery made it difficult for us all to find ways to celebrate the event across five surgeries. Thanks to Diane who came up with the idea of having pens with our PPG contact details printed on them and 500 were duly ordered and are still being distributed.
- There was no annual survey this year.
- 'Flu Clinics: In September and November, Phil kindly took over organising the PPG involvement. Thank you to all our members who took part, our views recorded in the minutes of the meeting last December. Thanks also to those in November who also went on to spend an hour or so with the Diabetic Road Show.
- In November Phil and I represented the group at David's retirement lunch and we made a presentation to thank him for his support and encouragement in developing the PPG.
- In January we were able to offer some support to Maggie Aldridge from the CCG as the Sharing Information Initiative gathers momentum.

I was very sorry to learn that Diane will be moving away from the area later in the year, a valuable member of our PPG she will be greatly missed; I know that you will all join me in thanking her and wishing her well for the future. Thank you all for your time and commitment to the group. Thanks also to Stewart, Dr.Gilmour and his colleagues for their encouragement and support, and to Sheila our minute taker.

My thanks to Diane and Phil for stepping up during what has been a difficult year for me personally; I also want to add my thanks to you all for your kindness and support.

Sylvia Bambridge,

Chair, Hardwicke House Group Partnership - Patient Partnership Group (PPG)

13<sup>th</sup> February 2019