

**Two Rivers Medical Centre
Patient Participation Group
Chairman's Annual Report April 2018**

We are a group of 12 patients, all committed to being critical friends of the Practice. We have benefited hugely from the regular presence of two GP partners and the Practice Operations Manager at our six formal meetings during the year. We have welcomed speakers, including the Clinical Pharmacist, IT Manager and Visiting paramedic explaining their respective roles within the Practice.

The PPG has assisted the Practice and patients by

- Attending at the autumn flu clinics
- Assisting with a patient questionnaire in July 2017
- Organising two successful health education events. The first was on the subject of. The second on Mental health and Wellbeing. Both were well attended by patients.

- 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)

Members have attended the public meetings of the East Suffolk Clinical Commissioning Group and also the liaison meetings organised by them for PPGs.

Four members met with the lead inspector prior to the CQC inspection in August 2017. We were pleased that the surgery achieved an overall "Good" rating. The report is available on the TRMC website.

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. The addition of a third paramedic and second clinical pharmacist along with more reception staff should help to alleviate the situation.

We would like to acknowledge the hard work that all staff undertake. I also wish to record my thanks to all the group who make such a valuable contribution to our work and to Jo Hutchinson for being such an efficient and helpful secretary.

Anne Walker
April 2018