



THE MASHARANI PATIENT PARTICIPATION GROUP ANNUAL REPORT 2019

'No decision about you without you'

During the year, patient numbers have continued to grow with the resultant pressure on the Surgery and all the staff.

To help ease the strain, the Practice took advantage of the NHS Scheme to employ qualified and experienced Doctors from other countries within the EU and some members of the PPG were involved in the interview process by attending the initial Meet & Greet and showing candidates around the Town. We were so convincing that one of the Doctors decided to live in Market Harborough!

On the downside, Dr Masharani has had to reduce his number of consultations due to the considerable training, monitoring and mentoring commitment that the new Doctors require.

We have two targets for the coming year.

The first is to see if we can recruit a volunteer to look after our social media profile, particularly with respect to our PPG website.

If we are successful in this, it should bring ourselves to the notice of more patients and this should, in turn, encourage more to become involved with the PPG and communicate with us. It may even encourage more to participate in our quarterly meetings.

The number of patients who fail to attend appointments still averages over 120 per month and there seems to be little that the Practice can do about it. Dentists are permitted by NHS to remove persistent offenders from their list. There are no comparable NHS measures that can be brought to bear other than a strongly worded letter.

I would like, on behalf of all Patients, to thank Dr Masharani and all the Medical Staff, The Practice Manager and all her Administrative Staff and the Cleaner who clears up after our meetings.

Mike Perks Chair January 2020