



THE MASHARANI PATIENT PARTICIPATION GROUP ANNUAL REPORT 2022

“No decision about you without you”

This last year has been particularly challenging for both the Practice and the PPG. The Practice has seen many demands on its service, with ongoing vaccination programmes, growing patient numbers and also shortages of Drs and clinical staff.

For the patient group it has been difficult post pandemic to gather normal momentum and stay both active and proactive. Both are important to keep the PPG alive. There is some light on the horizon now as being able to send out Text to patients has led to increasing attendances. Also at last the TV in the surgery now displays Health messages and forthcoming events.

The new Integrated Care Board (replacing the CCG) is now promoting PPGs across the patch and in the autumn held both face to face and zoom meetings to help us learn about the NHS locally and promote participation across the Network.

Regarding patient matters within the surgery there were some issues re communication and this has been improved by a new long awaited cloud telephone system which directs patients to the right place with minimal queues. The introduction of this appears to have gone smoothly due to hard working administration staff. Another change for the better is that the system now tells the caller that it is the surgery calling instead of ‘unknown caller’. Since the system changes I am led to believe that DNAs have reduced, however as a group I hope we will still retain our previous target of assisting with the reduction of DNAs for the coming year and also continued improvement of our website page. It is so important that patients are able to contribute and provide constructive and helpful feedback to the practice now and in the future

In a recent GP Survey / Poll the Practice was shown as good and has had compliments from the Department of Health and the Primary Care Network both of which I am sure Dr Masharani will be eager to share with you all.

Our PPG started in 2008 and we must promote it to keep it if not we will lose it and what a shame that will be.

On behalf of all Patients and volunteers I wish to thank Dr Masharani and all the Medical and clinical Staff, the Practice Manager, all the Administrative Staff and the Cleaner who clears up after our meetings for all their hard work in 2022.

Sue Staples Deputy Chair 20th February 2023 on behalf of Mike Perks Chair