

## PPG REPORT 2018

The Birches Medical Centre Patient Participation Group ( PPG ) has struggled to maintain a committee, we are always inviting new members particularly aiming to achieve a representation from the younger, ethnic and disadvantaged groups.

Appointments ( the lack of ) remains an ongoing problem, although the system has improved and efforts are continuing to get the system easier to use and more reliable. As with many other surgeries both locally and nationally The Birches are endeavouring to improve the appointment system currently in use.

The Birches PPG maintains links with other PPG groups by attending meetings of the Coast and Country networking organisation and has representation at the Annual General Meeting of all PPGs.

In the autumn, the PPG did a survey to establish patient satisfaction of the service offered by The Birches, and the overall outcome was very positive with patients stating they were more than happy with the clinical care they received. Some highlighted appointment issues but very few complained.

Also late last year the PPG held an Information Evening Event on Parkinsons Disease and its associated problems, which was very well attended and received.

Similarly last week, on Tuesday 10th April, we held a Health and Well being Event which was sponsored by Spark and very well advertised by the East Suffolk and Ipswich Clinical Commissioning Group ( CCG ). Tesco's supplied fresh fruit for this event. Twenty three local organisations and support services were represented, however, this was not very well attended by the public, not only from the practice but surrounding localities.

The CCG has invited all PPGs to apply for a grant to help support the growth and developments of the group which may assist with the promotion of self care, prevention, and support the local population within the practice. We are in the process of planning our application.

If patients highlight a particular issue or interest in any specific area of health and wellbeing, the group would only be to happy to resolve the problem or hold an information session addressing the request.

Sue West  
Chair AGM 2018