

AYLMER LODGE /COOKLEY PARTNERSHIP.

PATIENTS PARTICIPATION GROUP.

CHAIRMAN'S ANNUAL REPORT.

2014/2015 has been quite a mixed year for the Patients Participation Group. We sadly lost one of our Cookley members who died very suddenly last Easter, and another of our members decided to leave as he felt it was not really for him. Although we did have someone come along to a meeting, she also felt it was not something she wished to continue with..

At the moment, as a group, we are looking at ways in which we can increase our membership. We are hoping we can introduce a younger element to our group, especially those who may be working towards a career in medicine or one of the allied professions. We continue to have our meetings quarterly unless there is a reason to call one earlier.

During the past year we have said goodbye to Dr. Ali in August, Sister Jayne Bailey, who retired in October, and Dr Macdonald who finishes her G P Registration in December, and who joined the Practice in February of this year as a salaried G.P.

We have welcomed Dr Shafique Ahmed who is doing his G P Registration. He came to us last August, and also Sister Kim Eaton who joined the Practice last November.

At our meetings, the membership has been very supportive, and apart from sickness or holidays the attendance has been good. We try to vary our meetings by inviting someone to come and talk about their work, and how it can fit in with the Surgeries. We have had talks about Infection Control as specified by CQC, (Care Quality Commission), and had a very interesting talk from our Trainee GP Dr Ahmad. He gave an account of his training leading up to him becoming a qualified GP and the scrutiny that he must undergo during his training. The last talk was extremely interesting and it was done by Ranjit Marok, the manager and chief Chemist at Cohens Chemist. There were a few issues that members had raised regarding the way medication was packed, this caused a little anxiety as people thought the tablets were different from their previous ones, but once we had received the explanation, everyone understood the reasons. He also explained the new electronic system of prescriptions being sent direct to the chemist.

We are very grateful for the support of both Practice Managers, Aylmer Lodge and Cookley who attend these meetings.

However, on a very positive note, we are continuing our "floor walking" mostly on a Monday morning, as we find this is something that we, as a group, can put

back into the surgery. It is very satisfying when a patient comes to you to thank you for whatever you have been able to help them. Whoever comes in on a Monday morning, never knows what the morning will bring. From helping patients to use the machine to book in for their appointment or directing them to the right waiting area, proves to make an interesting morning. We also have two members from Cookley who help us with this, which gives them a link with Aylmer Lodge.

Last year, during the Annual Survey, a member of the group from the Aylmer Lodge Surgery went to help at Cookley, giving an insight to the running of the Cookley Surgery. The results of the survey proved that the both Practices were running well, and that patients were very satisfied with their surgeries.

The group has become a member of the National Ass of Patients Participation Groups. This is an organisation offering help to groups, as well as holding an Annual Conference to which noted speakers are invited to talk about how Surgeries and PPG'S can work together. Although they do have a National PPG Awareness Week, we are hoping to have our own event to promote our own PPG which, hopefully will create more awareness both here at Aylmer Lodge and our surgery at Cookley.

Finally, I would like to thank the Partners for their continued support and also for the receptionists who look after us when we do our floorwalking duties.

B.P.P. e