

## **New Wokingham Road Surgery PPG - Annual Report June 2014**

As this is our first proper AGM, I feel it best to give a short resume of what we, as a PPG (Patient Participation Group), have achieved since our inception.

We were formed in February 2010, and our aims have always been to make dealing with, or visiting the surgery, a better experience for the patient.

The practice has around 6,500 patients; and at present our group has 6 patient members plus the Practice Manager; and our PRG (Patient Reference Group) is at present around 200, but we are still actively building.

We do not fundraise as such, but we have received donations, and we raise money from the sale of second hand books at the surgery and from our monthly walks. We have used this money to buy chairs for the waiting room that are easier to get up from; a baby changing area; and a wheelchair so carers bringing people to the surgery don't have to unload and load one from their own car. We also donate money to an agreed Charity. We have just donated in excess of £1,000 to Naomi House and agreed that our current charity should be Hearing Dogs for Deaf People. Because of the amount of money that builds up, it was decided at an earlier meeting to start our own Bank Account.

We were instrumental in bringing about changes to the appointment system so that patients can book in advance to see a doctor of their choice; we help at the flu clinics; hold a Christmas party for those who are older and on their own; and as mentioned before, we have a monthly Walk for Health, although this is more of a social get together.

We have also carried out questionnaires/surveys to get people's views on a variety of topics, purely relating to our own practice. However, since the inception of CCGs (Clinical Commissioning Groups) to replace PCTS (Primary Care Trusts), we have become involved, via a Forum, in exchanging views with other PPGs as well as the WCCG (Wokingham Clinical Commissioning Group). This has meant having input into the Questionnaires raised on behalf of the WCCG, and sending it out to our PRG, thus giving the WCCG access to our patients' views. It has to be said, that as regards our own practice, the majority of patients are happy with the service they receive.