

## **Martlesham Heath Surgery Patient & Practice Group – 2023/2024 Report**

The Martlesham Heath Surgery Patient & Practice Group (PPG) is a group consisting of patient volunteers and the surgery management. The group meet on a bi-monthly basis to discuss and provide feedback in both directions to improve the patient experience.

### 2023 Highlights

- We have had five new PPG members join over the last year, unfortunately we are lost one long term PPG member who has moved away from the area.
- PPG Members supported both Flu & Covid Vaccination Clinics providing stewards at these events. It was the first time that Covid Vaccinations had been offered directly to patients at the surgery.
- The concept of alternating between afternoon & early evening PPG meetings is working well.

### 2024 Looking Forward

- The PPG have identified some projects that the members would like to develop and work on during the year. These include looking at the subject of Continuity of Care and Patient Satisfaction, both subjects that have been raised with PPG members by patients.
- The surgery recently switched from using the Ask My GP online booking system to a new system called Anima. This was a change that was implemented very swiftly, which we know has caused some issues for patients. The PPG is keen to hear from you if you have any comments to make about the new system Anima, as the surgery are reviewing the system. If you would like to provide any comments you can do so either by email me at [MartPPG@gmx.com](mailto:MartPPG@gmx.com) or drop a note (with your name & contact details) into the surgery reception in an envelope marked for my attention (Tony Willmott, PPG Chair).
- The PPG is keen to continue to grow the membership, particularly to improve the diversity of the PPG. Ideally the PPG would like some male members, some members some minority ethnic members along with members who have young families. If you are interested in finding out more, please see below.

If you are interested in finding out more about the PPG, or wish to join please either email me at [MartPPG@gmx.com](mailto:MartPPG@gmx.com) or drop a note (with your name & contact details) into the surgery reception in an envelope marked for my attention (Tony Willmott, PPG Chair).

Tony Willmott - Chair, Martlesham Heath Surgery PPG