

## **RMS Patient Group - Chair Report to 15 May 2018**

As we conclude our third year as an active Patient Group and my first as Chair, I am pleased to report on our successes over the last twelve months. Whilst there is still much that can be done, we should congratulate our committee, our members and particularly Nicola Husbands who together with the whole Practice has given us the support needed to continue to move forward.

What have we achieved in the last year?

Firstly we have achieved our aim to increase the membership of the Patients Group, with a 50% increase over the previous year. However, although the membership now stands at 674, with about 9000 patients registered to the surgery, there is still plenty of room to improve. We have endeavoured to seize a number opportunities to recruit, including talking to people as they attended the flu clinics this past season.

Our success in running awareness events has continued with three extremely well attended talks during the last year. "Understanding the Prostate" proved particularly popular with a full house, closely followed by the most recent talk where a consultant rheumatologist answered many questions posed by the audience on a wide range of conditions. Our "Conversations about Dying" presentation in the Autumn was well received although perhaps understandably had a slightly more restricted audience. Congratulations go particularly to Chris Phillips for seeking out speakers and arranging venues.

Our General Meetings have continued to be well attended although we realise these are restricted to those not working as we hold them during working hours. We have managed to persuade a number of speakers to present at our meetings including an excellent talk on statins from our own Dr Chan.

We have an ongoing goal to increase the number of online bookings for GP appointments and ordering repeat prescriptions - both benefit the Practice and patients. Numbers are going in the right direction but there is still room for substantial improvement.

Good communication is essential for the development of the Patients Group. We are pleased to retain responsibility for updating the website, producing the Newsletter and communicating important messages from the Practice such as the flu clinics and the changes in Pharmacy ownership. With the help of the Practice we are able to disseminate some messages to a wider audience than the signed up membership, which is vital to improving patient awareness.

Our committee continues to strengthen with a further three members joining in 2018, all bringing their individual skills and experiences. These additions we hope will enable us to spread the load of our existing activities and allow us to develop new ideas to benefit both patients and Practice. My thanks go to all the committee especially our hard working secretary who keeps everybody well informed and on track.

The PPG is not just about the committee and the Practice. We are dependent on the members to give us their feedback and ideas and my thanks therefore also go to all of you who have given us your support. I urge you to encourage your friends and relatives to become members so that we can continue to grow and deliver even more success in the year to come.