

Memorial Medical Centre PPG Chairperson's Annual Report 2023

During 2023 the PPG held 4 meetings on the 14th March, 13th June, 19th September and the 5th of December.

The PPG, at the time of the report, has eight active members. During the past year the group lost two members and gained one. The group aims to increase member numbers and diversity during the coming year.

Within the last twelve months the Memorial Medical Centre deemed it necessary to reduce the time given to the four annual Patient Participation Group meetings, which had been 90minutes duration down to one hour, the very minimum recommended. However, MMC did agree to the PPG using the meeting room for 30 minutes prior to the meetings.

MMC also discontinued pre-meetings previously held between the Practice manager, her assistant, myself and the Vice Chairperson.

As determined by the Kent & Medway Integrated Care Board the MMC did not administer this autumn's Covid booster at the same time as the winter flu vaccination programme. Members of the PPG volunteered to assist with ushering at the flu clinics and provided over 30 hours of support.

2023 saw the introduction of the third computer system to be used by the MMC. The current active system is called ACCURX.

The PPG has supported the introduction of the MMC food bank donation scheme and have maintained the PPG noticeboard located in the surgery waiting room.

Patients are still finding the telephone and appointment system challenging despite upgrades but hopefully this will improve.

Despite the ever-increasing workload the MMC staff, some 57 in total, are endeavouring to maintain a good service to all patients.

PPG Chairperson: **Roy Gosling.**

January 2024