

Simpson House Patient Participation Group  
Chair's Annual Report 2016

Over the past year, the PPG has been quietly active. We have held quarterly meetings, which have been attended by around about 15 people and at those meetings, we have discussed issues that affect both the patients and staff of Simpson House. We have looked at problems around the appointments system and ways of improving it, although it is acknowledged that this is a difficult area and it is noted that the Simpson House system is much better than that of many other surgeries.

We have had speakers from Harrow Mencap and Harrow Community Click, which had given us an insight to some of the voluntary work carried out within the borough.

Along with Ashley's presentation expertise and under the leadership of Pat Stuart we have produced four excellent newsletters throughout the year.

The Carers' Support Group Coffee Mornings have continued throughout this year. Although the attendance is not high, we sometimes have five or six carers come along and often someone new will come. We feel that this is a beneficial service and those who attend have always enjoyed their morning.

On Saturday 21 November last year, we held a Health Fayre at Harrow Football Club. It was very well organised with people from different health related organisation attending to give information and advice. The main focus was on diabetes and two very informative talks by Dr Patel were given. Unfortunately, despite considerable advertising within the surgery and by text and email to over 8000 of the patient population, it was not well attended. However, we do feel it should be repeated this year.

This year, there has been a government directive that all GP practices should have a PPG, however not all are as active and enthusiastic as our own. The Harrow Patient Participation Network is in the process of introducing a Mentoring Scheme for new PPGs and it is hoped that those who are more established like ours could become involved in this to give support and assistance.

Through our regular meetings, we are able to receive information on health issues that affect us and to put forward our views on them. We can work with the doctors and staff of Simpson House to ensure that patients' needs are appropriately met by the services that are delivered.

I want to say thank you to Pat for the work she does as Secretary and in leading the group who work on the Newsletter; to Asoke and committee members for their ongoing support for the PPG; the Newsletter committee and those who come along to the Carers' Support Group Coffee Mornings to ensure that there is a warm welcome especially for any new comers.

Also a big thank you to all of our dedicated doctors, nurses and other health care staff for all the hard work and long hours they put in to give us the excellent service we receive. And last but very much not least, thank you to Ashley, the Admin. and reception staff, without whom the practice would not function.

We now look forward to the next year of working together with the Practice to ensure that we, at Simpson House continue to be cared for in the way to which we have become accustomed.

Bernice Phillips  
Chair,  
Simpson House PPG