**The Group Practice at River Place PPG Annual Report 2013/14**

The Group continues to meet on a regular basis and we have had more people join the group. We have now have had a patient join who is disabled and attends when she can and feels well enough. We have patients who are English and from other ethnic groups such as Turkish. We have worked very hard to recruit patients and there are more patients beginning to take an interest. The Group currently is made up of white, black & Turkish patients.

The new additions to the group have seen the poster in the waiting room or they have been informed by the receptionist. The receptionist know the patients well and we have found that as a result some have been very receptive to being invited personally to attend the meetings

The minutes of the meeting are on the Website

The next meeting of the PPG will be in Mid-September after the holiday period at the patient’s request

The practice has conducted its annual survey which had been approved by the patient group-It is also on the website. It was noted that the practice has improved in some areas. There is an action plan which is also on the website. The patients fed back at the last meeting that the results of the survey were impressive and that it reflected their experience when they attended the practice

The bi monthly newsletter is continuing to be being revamped with the help of a patient who has become very active in the South Islington PPG

It was agreed that after last year when we looked into the possibility of a water cooler and found that it had health and safety implications that receptionist have continued to provide glasses of water as and when requested by patients. The practice keeps a supply of disposable plastic cups. The Patients on the group felt that they were being very well looked after by the reception team.

The patients as usual have also feedback that the reception staff are very efficient and friendly even when they are working under pressure. The practice prides itself on having a good reception team and invests a lot in training and continues to do so. RJ informed the patients that all the receptionist had been on a half day training course so that they could be more empathetic with patients.

Practice has taken on an Apprentice to train up as a receptionist which the patients feel is a good idea as they get trained early to the practice standard. The apprentice has been offered full time employment by the practice

The meeting continue to take place on a quarterly basis alternating between Wednesday afternoons and Thursday Evenings

Some of the patients who attend the practice patient group meeting also attend the locality patient group meetings as well and have become very active in that. They also bring back usual information to the other patients in the group who do not attend the locality meeting. One of the patients is particularly active in the locality group and his enthusiasm has had a very positive affect on the practice patient group.

In general the patient group feel that the whole team provide very good patient care to its population