

**Patient Participation Group report 2017-18**

1. Replacement of practice manager  
   The practice bade a reluctant farewell to Patsy, who has been working at this surgery for over 25 years. She is also moving away from this area to “more sane surroundings”, so we may not see her too often on the local streets! We thank her for all she has done tirelessly over the years and wish her and her family a happy retirement.  
   Abhi, whom many of you already know as IT and finance manager, will take over Patsy’s role. She will be working closely with other team members.
2. Follow-up to CQC inspection report  
   The full CQC report was published in April 2017 and can be viewed on the CQC.org.uk website. The practice has been rated ‘**good**’ in all the areas assessed.
3. Drive to use Online Access  
   The NHS has asked the practice to encourage patients to not only register for Online Access, but to use it as much as possible for requesting repeat prescriptions, booking (and cancelling) appointments, and checking their records such as test results.  
   We have now ceased to accept prescription requests by email. In the next few months, we shall increase the proportion of appointments bookable online (which will correspondingly reduce the number of slots available at reception counter or on the telephone).
4. Use of antibiotics  
   The NHS has counselled all GPs to use antibiotics only when they are clearly needed, that is not for viral illnesses such as colds. This is because inappropriate usage may cause resistance in future. Literature has been prepared by the NHS for anyone who wishes to understand more.