



Welcome to the first PPG newsletter for 2024!

There was no doubt that 2023 was a difficult one for both the Practice and the PPG (Patient Participation Group). We as a group went through a period of re-formation following all the problems with Covid and the fact that as a result we lost a few valuable members. A re-branding process was undertaken and with the exceptional help from the Practice staff and managers new paths of communication and opportunities were made available to us.

Membership of the group remains a challenge and to this end a new approach to encourage members via social media and the Practice website is underway. We now have news postings on the Castle Place Facebook page and we have improved our section on the Castle Place website in the "have your say" section.

Looking forward we shall strive to make patients more aware of all the different paths available to them in making contact with the Practice regarding their health and wellbeing requirements, change is never easy and the pace of technology can be relentless at times.

As a group we have been involved in the roll out of the AccuRx platform and were given the opportunity to address the staff and explain who we are and what we do. We also had the opportunity to visit the Pharmacy Department recently, it made a large impression on us and highlighted the sheer amount of requests and supply problems they deal with every day.

Health care nationally and GP practices are and have been under huge pressure, not only through staffing issues but as well as the ever-growing expectations from patients, changing technical demands also have to be implemented and trained for.

Thank you for finding the time to read this and should you be willing to help us and get involved please fill in the online form and we will get in touch with you as soon as we can.

Dan Leggett – PPG acting Chair