

Thank you to all who took the time to reply to my previous email regarding arranging a face to face meeting for the group. I apologise that I have been unable to respond to everyone individually but all of your responses have been read and noted.

The majority of patients who responded to my email were in favour of a face to face meeting for the group. There were some who preferred to communicate solely by email but as the majority were in favour, we are pleased to arrange a meeting. We would therefore like to invite you to attend a meeting here at the surgery on Thursday 5<sup>th</sup> February at 6.30pm – 8pm. Please could you respond by email to let me know if you are able to attend.

There will be a formal agenda for the meeting which I will circulate in due course. From the responses I have had by email I understand that there are some areas which patients would like covered such as availability of appointments. We would like to share a presentation on how medical staffing at the practice is used and look at how to satisfy demand for patient contacts. If there is anything specific you would like covered relating to this, please let me know.

I would like to take this opportunity to provide you with a brief update on a couple of items:

### **Practice Management**

As you are aware from my last email our Practice Manager, Alan Gordon has retired after 19 years of service to the Alma Partnership and our patients. We have now appointed for the position and are delighted to announce that from the 2<sup>nd</sup> March 2015, Karen Loftus will be taking up the Practice Manager post. Karen has a vast amount of managerial experience and we look forward to welcoming her in March.

### **Patient Group Actions**

We would like to take the opportunity at the meeting to look at feedback from the Friends and Family Test and also look at some of the suggestions we have received from patients. The aim is to agree three action points which will contribute to improving the service we provide. One area we are keen to explore is the development of the patient group itself and how we can recruit more members to ensure that the group is representative of our patient population so if anyone has any ideas around this, they would be most welcome.