**Chairman`s report 2018**

Changes continue to take place in the practice with new staff joining the practice ,receptionists ,nurses and a continual flow of doctors taking part in the GP training that the practice offers .

The book exchange continues to generate a steady income of about £1000 in the last twelve months . This is ploughed back into the practice helping to purchase extra items for the use of patients. I would like to thank all those patients and staff who contribute by providing or buying books to raise funds for the fund .

Interesting presentations to the panel have been made by doctors and other staff who work in the practice .The Care Quality Commission inspection revisit resulted in the practice being judged as good in all areas .Well done everyone !

Over the course of the year we have attended only 1 Patient Voice Summit ,as the meetings of the patient representatives are now called . There seem to be fewer practices sending representatives at each meeting . Only four practices were represented at the last meeting in April 2017 .We have only missed one meeting of general interest in February concerning access GP appointments because of a previous commitment

In common with the other practices in the city we continue to have on-going problems with DNAs . No one seems to have a solution to it.I know our surgery is doing all it can to improve the situation .

Many thanks to all those who work hard during the year for the practice .