**Oswald Medical Centre**

***Providing High Quality and Trusted Care to Patients***

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Dear Friends of Oswald Medical Centre,

As 2024 draws to a close, we would like to take this opportunity to extend our heartfelt thanks to each and every one of you for your time, energy, and dedication this year since our Patient Participation Group (PPG) was successfully re-launched. Your contributions to our PPG have been invaluable, and we are truly grateful for all you do to support our practice and our patients.

While membership numbers remain below what we would ideally like, we firmly believe it is the quality of our group that makes it so effective. Your commitment and expertise have been invaluable, and we are hopeful that 2025 will bring new members to join our efforts and enrich our shared mission.

This year has been one of remarkable achievements, many of which would not have been possible without your involvement. The two highly successful flu vaccination clinics were made even better by your attendance and assistance on the days. Your friendly faces and helping hands ensured everything ran smoothly and efficiently, and most importantly, made our patients feel welcome and cared for. Thank you for your vital role in making these events such a triumph.

We are also deeply appreciative of your fundraising efforts, which will be instrumental in improving access to our surgeries for wheelchair users. This important initiative will make a meaningful difference in the lives of many of our patients, and it is a testament to your commitment to inclusivity and patient care. Your dedication to this cause has been truly inspiring.

As we celebrate the holiday season, we want to wish you all a very Merry Christmas and a peaceful and joyful New Year. We are excited about continuing our collaboration in 2025 and building on the progress we’ve made together.

To help us plan for the year ahead, we would like to remind you of our upcoming meetings, which will be held at our Accrington branch on the following dates:

* Wednesday 15th January 2025 at 2:00 PM
* Wednesday 9th April 2025 at 2:00 PM

The purpose of our Patient Participation Group remains at the heart of everything we do:

* To provide an opportunity for patients and practice staff to meet and discuss topics of mutual interest.
* To enable patients to share their suggestions and become more involved in shaping the healthcare services they receive.
* To explore anonymised issues from patient complaints and surveys, contribute to action plans, and help monitor improvements.
* To offer feedback on the National Patient Survey results and Friends and Family Test feedback, proposing developments or changes.
* To support health awareness, patient education, and promote responsible use of Primary Care Services.

Your insights, enthusiasm, and dedication make this group a valuable resource for our practice and community.

Together, we are creating a stronger, more supportive healthcare environment for all.

Once again, thank you for everything you have done this year. We look forward to seeing you at our January meeting and to another successful year of working together.

All that remains to be said is that we wish you and your families all the best for the New Year 2025.

Warm regards,

***SDriver***

Mrs S Driver

Practice Manager