

## **PLO Report 2014/2015**

In my role as Practice Liaison I act as a link between the C.P.P.G and Carnewater Practice via the Managing Partner (a member of the Practice is always invited to C.P.P.G meetings). It is important that there is clear and effective communication between the C.P.P.G and Carnewater Practice, therefore having an identified person acting as Practice Liaison minimises the possibility of duplication, miscommunication and misunderstanding of information.

I contact the Practice Manager as necessary either by e-mail or by face to face contact: for straightforward issues e-mail is usually all that is needed however for complex, more in depth issues then a meeting will be arranged between myself and the Practice Manager. For example I have facilitated meetings between the Practice Manager and Lewannick branch of the Group in regard to their local Survey " Doctors Surgery Access and Community Transport", and personally arranged to meet with the Practice Manager on other issues pertaining to the Group. E-mail is effective in many areas i.e supporting Children in Need, arranging rota's for Flu Clinics and simple questions such as " who pays for the District Nursing Service". The Practice receives e-mailed copies of all CPPG Meetings.

As Practice Liaison I notify the Practice Manager of any issues requiring attention / updates etc.. Outcomes of communication between the Managing Partner and myself are taken back to the Group at the following meeting however if appropriate/urgent then I contact the Chairperson/Vice-Chairperson

I am confident in my belief that role of Practice Liaison is effective in promoting effective communication between the CPPG and Carnewater Practice.  
This concludes the Report from Practice Liaison.

**Judith Campbell**  
Patients Liaison Officer  
CPPG