

## Patient Participation Group (PPG)

### Action Plan

2016/17



Item	Summary/Actions	Lead PRG Member	Timeframes	Status
Raise Profile of the PPG to the Practice Population	<ul style="list-style-type: none"> <li>Development of a quarterly newsletter;</li> <li>Install a specific PPG suggestion box in the waiting room;</li> <li>Involvement with Health Campaigns within the Practice – McMillian Coffee Morning etc.</li> <li>Development of PPG document to be available to patients, and new members thinking of joining.</li> </ul>	Chair/SMC	Q1 2016/2017	Completed
		Chair/SMC	Oct-16	Completed
		As appropriate	On-going as appropriate	
		Chair/SMC	Draft to PPG members by Feb 2017, published by Apr-17	Completed – to be tabled at April PPG
Strengthen communication with the Practice Population	<ul style="list-style-type: none"> <li>Undertake a Patient Survey, including what the Practice population want the PPG to focus on;</li> <li>Distribution of the quarterly newsletter;</li> <li>You said, we did – joined up with Practice.</li> </ul>	All	Oct-16	Completed Jul & Aug-16
		PPG/SMC		Completed
		Chair/SMC	Oct-16	Completed
Strengthen communication and relationships with the Practice Clinical Staff	<ul style="list-style-type: none"> <li>PPG “slot” on fortnightly Practice Meetings for updates/two way feedback;</li> <li>As a guide, quarterly attendance at PPG by GP/other medical professional as appropriate.</li> </ul>	SMC	May-16	Completed
		PPG/Chair/Practice	Apr-16	Complete

Support the Practice with Did Not Attends (DNAs)	<ul style="list-style-type: none"><li>• Support development of a DNA policy;</li><li>• Add monthly DNA states to PPG notice board, including % DNA total of overall appointments.</li></ul>	PPG members/SMC  SMC	Dec-16  Ongoing - monthly	<b>Complete</b>  <b>Complete</b>
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