

## Pleasley Surgery Patients Group Development Plan 2016-2019

**ADOPTED 9/1/2017 Revised 01/05/2018**

This development plan sets out the group's intended activities in delivering its three core aims as set out in the constitution. These are

1. Act as a communications channel between the practice and community in order to help patients use facilities to best advantage and influence practice policies.
2. Assist in assessing community needs to help the practice improve its service.
3. Advise the practice of health education needs in the community so that appropriate and useful community health awareness is promoted.

Completed actions are highlighted. Progress updates in yellow. UPDATED ON 01/05/2018.

Support for Core Aim 1, 2 or 3.	Actions	Success Criteria	By Whom	Date for completion	Anticipated Outcomes/Impacts
Communications ( 1)	<ul style="list-style-type: none"> <li>❖ Adopt new agenda for meetings.</li> <li>❖ Monitor group development plan regularly.</li> <li>❖ Publish and display meeting minutes in surgery and on website.</li> <li>❖ Contribute items to the surgery newsletter.</li> <li>❖ Introduce text reminder service for appointments</li> </ul>	<p>More focussed meetings Plan updated at each meeting.</p> <p>Minutes on display within 10 days.</p> <p>Key messages reinforced.</p> <p>DNAs reduced</p>	<p>PSPG</p> <p>PSPG.</p> <p>Practice/PSPG</p> <p>PSPG</p> <p>Practice</p>	<p>Dec 2018</p> <p>Following each meeting</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Improve quality of PPG meetings Evidence of progress.</p> <p>Improved patient feedback.</p> <p>PSPG being proactive.</p> <p>01/05/2018 – No figures provided by Practice for since January. Further discussion at the next meeting.</p>
Community needs	<ul style="list-style-type: none"> <li>❖ Assist in carrying out an annual patient</li> </ul>	10% sample as target-	PSPG/staff	Ongoing	Waiting for 2018 survey

(2)	<p>survey.</p> <ul style="list-style-type: none"> <li>❖ Consider survey data and publish feedback comments.</li> <li>❖ Wheel Chair space in waiting room</li> <li>❖ Receive a feedback report from practice at each meeting.</li> <li>❖ Liaise with other local patient groups to identify good practice.</li> </ul>	<p>approx. 300 returns.</p> <p>PSPG involved in results analysis.</p> <p>PSPG</p> <p>PSPG receive info. on latest developments and performance of practice. E.g. DNA figs.</p> <p>Identify best practice.</p>	<p>PSPG/staff</p> <p>Practice Manager</p> <p>Practice Manager</p> <p>RC to action.</p>	<p>Yearly</p> <p>Sept/Oct 2018</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>date.</p> <p>PSPG better informed.</p> <p>Space marking to be raised at next meeting</p> <p>No DNA figures where provided for Feb. Further discussion at the next meeting. Ongoing.</p> <p>Improved links with other PPGs.</p>
Health Education (3)	<ul style="list-style-type: none"> <li>❖ Create an annual forward plan for health promotion.</li> <li>❖ Improve information provision for patients whilst waiting.</li> <li>❖ Encourage use of website and social media for health promotion.</li> </ul>	<p>Rolling programme of targeted promotions.</p> <p>TV screen installed in waiting room. Targeted information for differing patient needs.</p> <p>Gentle exercise and social well-being promoted</p>	<p>Practice Manager/PSPG</p> <p>Kerry Wright</p> <p>PSPG/staff</p> <p>PSPG and outside organiser</p>	<p>Shared on 9 Jan 2017</p> <p>Ongoing</p> <p>Completed</p> <p>ongoing</p>	<p>Discuss at next meeting carried over to 25/04/2018</p> <p>Information updated regularly.</p> <p>Practice not participating in social media.</p> <p>Update - weekly walks proving to be a success. Currently 20+ people.</p>

	<ul style="list-style-type: none"> <li>❖ Establish Walking for Health group for the surgery.</li> <li>❖ Support Flu clinics</li> </ul>	PSPG give practical support	PSPG	Sept. 2018	Next clinic 2018
Training and Development	<ul style="list-style-type: none"> <li>❖ Establish a “buddy” system for new members.</li> <li>❖ Undertake appropriate training and awareness raising activities.</li> </ul>	New members feel more confident.	PSPG/staff	Ongoing	Utilise skills and strengths of all PSPG members.
		Members’ knowledge and skills increased.	PSPG	Ongoing	Hazel informed meeting that she had received Defibrillator training.
RKC updated 01/05/2018					