

Pleasley Surgery Patients Group Development Plan 2016-2019

ADOPTED 9/1/2017 Revised 19/01/2019

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 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 Green.** UPDATED ON 19/01/2019.

Support for Core Aim 1, 2 or 3.	Actions	Success Criteria	By Whom	Date for completion	Anticipated Outcomes/Impacts
Communications (1)	❖ Monitor group development plan regularly.	Plan updated at each meeting.	PSPG.	Following each meeting	Updated plan issued with each month minutes
	❖ Publish and display meeting minutes in surgery and on website.	Minutes on display within 10 days.	Practice/PSPG	Ongoing	Improved patient feedback.
	❖ Contribute items to the surgery newsletter.	Key messages reinforced.	PSPG	Ongoing	PSPG contribution to next newsletter provided by Christine.
	❖ Attend PPG/CCG events	Report back to PPG	PPG Delegate	Ongoing	Both PPG Chair and Vice Chair have attended meetings.
Community needs (2)	❖ Assist in carrying out an annual patient survey.	10% sample as target- approx. 300 returns.	PSPG/staff	Ongoing Yearly	Completed for 2018

	<ul style="list-style-type: none"> ❖ Consider survey data and publish feedback comments. ❖ Receive a feedback report from practice at each meeting. ❖ Liaise with other local patient groups to identify good practice. 	<p>PSPG involved in results analysis.</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>RC to action.</p>	<p>Sept/Oct 2019</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Completed for 2018</p> <p>Only DNA figures provided by practice for December 2018.</p> <p>Attended COPD event at Bull Farm 2018</p>
Health Education (3)	<ul style="list-style-type: none"> ❖ Create an annual forward plan for health promotion. ❖ Improve information provision for patients whilst waiting. ❖ Support Flu clinics ❖ Assist in helping surgery become more Dementia Friendly. 	<p>Rolling programme of targeted promotions.</p> <p>TV screen installed in waiting room.</p> <p>PSPG give practical support</p> <p>PSPG give practical support</p>	<p>Practice Manager/PSPG</p> <p>Kerry Wright</p> <p>PSPG</p> <p>PSPG</p>	<p>Shared on 9 Jan 2017</p> <p>Ongoing</p> <p>November. 2018</p> <p>Mid 2019</p>	<p>Requires further discussion, carried over to 2019</p> <p>PPG requested TV information is reviewed and if possible be simplified.</p> <p>Completed for 2018</p> <p>KW looking at various suggestions from PPG members.</p>
Training and Development	<ul style="list-style-type: none"> ❖ Establish a "buddy" system for new members. 	<p>New members feel more confident.</p>	<p>PSPG/staff</p>	<p>Ongoing</p>	<p>Utilise skills and strengths of all PSPG</p>

	❖ Undertake appropriate training and awareness raising activities.	Members' knowledge and skills increased.	PSPG	Ongoing	members. KW to look at opportunities for PPG members shadowing surgery staff.
RKC updated 19/01/2019					