

**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 17/01/2020.

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>❖ 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>❖ Attend PPG/CCG events</li> </ul>	<p>Plan updated at each meeting.</p> <p>Minutes on display within 10 days.</p> <p>Key messages reinforced.</p> <p>Report back to PPG</p>	<p>PSPG.</p> <p>Practice/PSPG</p> <p>PSPG</p> <p>PPG Delegate</p>	<p>Following each meeting</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Updated plan issued with each month minutes</p> <p>Improved patient feedback.</p> <p>PSPG contribution to latest newsletter provided by Christine.</p> <p>Both PPG Chair and Vice Chair have attended meetings.</p>
Community needs (2)	<ul style="list-style-type: none"> <li>❖ Assist in carrying out an annual patient survey.</li> </ul>	<p>10% sample as target- approx. 300 returns.</p>	<p>PSPG/staff</p>	<p>Ongoing Yearly</p>	<p><b>Completed for 2019</b></p>

	<ul style="list-style-type: none"> <li>❖ Consider survey data and publish feedback comments.</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>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 2019</p> <p>DNA figures provided by practice show a marked decline as of January 2020</p> <p>On Going</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>❖ Support Flu clinics</li> <li>❖ Assist in helping surgery become more Dementia Friendly.</li> </ul>	<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>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Plans in place for Chronic Pain event March 2020</p> <p>TV screen content constantly being reviewed and updated by Kerry</p> <p>Completed for 2019</p> <p>Surgery have implemented Dementia signage 2019</p>
Training and Development (3)	<ul style="list-style-type: none"> <li>❖ Establish a "buddy" system for new members.</li> </ul>	<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, agreed 2019
RKC updated 17/01/2020					