

Kings Corner Surgery – Patient Participation Group (PPG) – Action Plan: September 2017 – April 2018

Activity description	Aims & objectives	Timeline or completion date/s	Evidence of outcome
Health Information Evenings	To raise awareness of a variety of relevant health topics for patients in the Ascot cluster.	5 Evenings planned between October '17 and April '18.	Collation of numbers attended and feedback from speakers.
Newsletters	To produce 3 newsletters per year with updated information and promotion of topical health issues.	Publication in March & October with interim short bulletins when required.	Uptake from waiting room, PPG notice board & hits on website.
PPG meetings	To meet and share topical health issues and discuss activity plans.	Once a month basis with gaps in the summer and Xmas.	Number of attendees and ongoing activity success.
Open Mornings	To meet and engage with patients at the surgery outwith appointment times.	Two a year with extra presence during Flu jab campaign.	Evaluation feedback form from patients who attended.
Patient Assembly	To send a representative to each meeting.	On hold until it reforms due to co-joining of CCG's	Feedback from rep of current local and CCG issues.
Campaigns	To support local and national health campaigns by using our networks of communication to raise awareness.	Ongoing for national campaigns, e.g. Patient Awareness Week in June and local, e.g. Self-Care Week in November.	Increase in uptake of Patient Access system. Evaluation of Self-Care Week from Bracknell Forest Council.
Support for Lynwood Development	To support the development of new medical facility and raise awareness of plans to patients.	Ongoing as waiting for planning decision.	Planning application success.
Communications	To improve comms with patients via website, and other electronic media.	Ongoing	Completion of TV input in waiting room. PPG notice board kept up to date.