

Kings Corner Surgery – Patient Participation Group (PPG) – Action Plan: May 2018 – April 2019

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 locality.	6 Evenings planned between October '18 and April '19.	Collation of numbers attended and feedback from audience & speakers.
Newsletters	To produce 2 newsletters per year with updated information and promotion of topical health issues.	Publication in May & November with interim short bulletins when required.	Uptake from waiting room, PPG notice board & hits on website. Patient awareness feedback from patient survey.
PPG meetings	To meet and share topical health issues and discuss activity plans to the benefit of KC patients.	Once a month basis with gaps in the summer and Xmas.	Number of attendees and ongoing participation commitment in activities.
Schools Project	To meet and engage with local primary school and promote 'good habits for health'	Contact made before end of term July 2018. Health project to start Sept term.	Display in waiting room at some appropriate time.
Patient Assembly	To send a representative to each meeting. Chair is main comms contact.	Restarted March 2018. Meetings every 3 months. New Chair appointed.	Feedback from rep on current local and CCG issues.
Campaigns	To support local and national health campaigns by using our networks of communication to raise awareness to patients.	Ongoing for national campaigns, e.g. Patient Awareness Week in June and 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 and progress consulting with patients.
Communications	To improve comms with patients via website, and other electronic media.	Ongoing.	Newsletters, PPG notice board and website updated.
Patient Survey	To gain patient feedback on efficiency & effectiveness of practice and awareness of PPG	Yearly, using Survey Monkey.	Survey analysis and written comments.