

PATIENT PARTICIPATION GROUP

Role: Encouraging partnership working
 Between patients and clinicians
 Through bilateral communication and mutual support
 To maintain an effective patient-centred service

PPG ACTION PLAN 2016/17

Action Area	Objective	Mechanisms for Achievement
Communication	Determining patient needs	<ul style="list-style-type: none"> ● Improving patient feedback process ● Speedy analysis of annual patient survey
Service Provision	<p>Encouraging patients to take control of their own health</p> <p>Maximising the use of clinicians' time</p>	<ul style="list-style-type: none"> ● Access to patient records & advice via emis website ● Appointment reminder process to avoid "no shows"
Patient Engagement	<p>Extending membership & demographic representation of group</p> <p>Promoting patient-centred initiatives, projects & events</p>	<ul style="list-style-type: none"> ● Review arrangements for virtual group and quarterly meetings ● Develop group area of MyHealth website ● Timely production of quarterly practice Newsletters ● Constructive use of PPG Noticeboards ● Technology to provide group and patient information
Patient Advocacy	Influencing other bodies/forums	<ul style="list-style-type: none"> ● Involvement in CQC regulatory Inspection process ● Reciprocal representation on Vale of York CCG

