

## **Swanage Medical Practice Patient Participation Group Work Plan 2023/24**

The Swanage Medical Practice Patient Participation Group (PPG) provides a way for patients to work with the Practice to help improve and shape local health services and improve the patient experience.

The PPG's objectives are to:

1. Improve two-way communication between the Practice, its patients, and the community it serves and promote a sense of partnership between the Practice and its patients
2. Collect information about the opinions and experiences of those who use the services provided by the Practice - this may include carrying out patient surveys to find out what patients and their carers think about particular services
3. Provide constructive feedback to the Practice about patients' needs, views and concerns to help shape services and improve the patient experience
4. Act as a liaison group between the Practice and the wider patient population when changes to local services are being considered
5. Provide a patient perspective on the development of new facilities and services and express opinions on behalf of patients about the Practice's policies and procedures
6. Support the Practice to deliver initiatives that aim to promote health, prevent ill health and promote self-care - this may include helping to organise health awareness events and meetings on specific topics of interest, as well as helping with flu vaccination clinics
7. Support the Practice to communicate information to patients and the wider community to help patients become more informed about their healthcare options
8. Provide advice to the Practice on the implications of the results of Patient Surveys
9. Raise funds to help improve the services provided by the Practice
10. Promote awareness of the Purbeck Youth PPG (YPPG) and its remit, and support efforts to recruit new YPPG members
11. Work with the PPGs of the other practices within the Purbeck Primary Care Network (PCN) - and the Purbeck YPPG - to help support the delivery of the Purbeck PCN's priorities
12. Contribute to the work of the new Purbeck-wide group: Action for Health and Care in Purbeck
13. Liaise with the other PPGs in Dorset, NHS Dorset and the National Association for Patient Participation (NAPP) to share and develop best practice.

Priorities	Actions
Promote awareness of the PPG and its remit, and continue to recruit new PPG members	<ol style="list-style-type: none"> <li>1. Ensure the information about the PPG on the Practice Noticeboard is kept up to date</li> <li>2. Ensure the PPG's page on the Practice Website is kept up to date</li> <li>3. Share updates on the PPG on the Practice's Facebook page</li> <li>4. Share information about the PPG, including Minutes, with the Patient Email Group</li> <li>5. Contribute to Practice newsletters</li> <li>6. Include articles about the PPG in local community newsletters and newspapers, etc</li> <li>7. Host stands at the Practice during PPG Awareness Week, Flu Vaccination Clinics and at other times during the year - the aim being to promote awareness of the PPG</li> <li>8. Host stands at other local events</li> <li>9. Run fundraising events - these provide an opportunity to promote awareness of the PPG, as well as to raise funds to help improve the services provided by the Practice</li> <li>10. Promote awareness of the PPG in local media, including Swanage News and Purbeck Coast FM</li> </ol>
Encourage patients to join the Patient Email Group (Virtual PPG)	<ol style="list-style-type: none"> <li>1. Promote awareness of the Patient Email Group when hosting stands at the Practice and at other local events</li> <li>2. Promote awareness of the Patient Email Group in the Practice Newsletter, on the Practice's Facebook page, in local community newsletters and in local media</li> </ol>
Collect information about the opinions and experiences of those who use the services provided by the Practice and provide constructive feedback to the Practice about patients' expressed needs, views and concerns to help shape services and improve the patient experience	<ol style="list-style-type: none"> <li>1. Review feedback received by the Practice - including ongoing feedback given by patients (eg Friends and Family Test) and the results of the national GP Patient Survey</li> <li>2. Spend time at the Practice talking to patients and their carers about their experiences of using the services available to them</li> <li>3. Carry out patient surveys to find out more about what patients and their carers think about the services available to them and their experiences of using this services</li> <li>4. Work with the Practice to address the needs, views and concerns identified and help improve the patient experience</li> </ol>
Support the ongoing development of the Practice website	<ol style="list-style-type: none"> <li>1. Work with the Practice to ensure the Practice website continues to be patient friendly and easy to use - and up to date</li> <li>2. Review all proposed new content from a patient perspective</li> <li>3. Continue to work with the Practice to promote awareness of the website</li> </ol>

Priorities	Actions
Promote awareness of new services being offered to patients registered with the Practice, including alternatives to a GP appointment, and support their delivery.	<ol style="list-style-type: none"> <li>1. Share information about new services and initiatives with the Patient Email Group</li> <li>2. Promote awareness of new services and initiatives when hosting stands at the Practice and at other local events</li> <li>3. Invite members of the Patient Email Group to attend talks organised by the PPG about new services and initiatives</li> <li>4. Work with the Practice to promote awareness of new services and initiatives by helping to create communications that are patient friendly - eg in Practice Newsletters, on the Practice's Facebook page, in local community newsletters and in the local media - including Swanage News, the Purbeck Gazette, Purbeck Coast FM</li> <li>5. Identify any other local newsletters and magazines where relevant health-related articles could be placed</li> </ol>
Encourage patients to use online services, including SystemOnline and the NHS App	<ol style="list-style-type: none"> <li>1. Promote awareness of online services when hosting stands at the Practice</li> <li>2. Share information about online services with the Patient Email Group</li> <li>3. Work with the Practice to create articles about online services in Practice Newsletters</li> <li>4. Promote awareness of Dorset Council's Digital Champions and consider running dedicated events to support more people to manage their health online</li> </ol>
Encourage patients to provide up-to-date contact details, including mobile phone numbers and email addresses, so that the Practice can increase the use of text and email when communicating with patients.	<ol style="list-style-type: none"> <li>1. Encourage patients to provide up-to-date contact details, including mobile numbers and email addresses, when hosting stands at the Practice</li> <li>2. Work with the Practice to create content for Practice Newsletters about the importance of providing up to date contact details online services</li> <li>3. Work with the Practice to explore other ways of ensuring they have up-to-date contact details for all registered patients</li> </ol>
Support the Practice to deliver initiatives that promote health, prevent ill health and promote self-care	<ol style="list-style-type: none"> <li>1. Review the proposal to provide a health hub for patients in the Practice Waiting Room (originally proposed in 2020), now social distancing requirements have been relaxed</li> <li>2. Consider organising talks on specific topics of interest (as originally proposed in 2020)</li> <li>3. Investigate the feasibility of organising health awareness events, health fairs, etc</li> <li>4. Promote awareness of Wellbeing Swanage and other local health related initiatives</li> <li>5. Work with the Practice to enable Practice Staff to also promote awareness of Wellbeing Swanage and other local self-help and health related initiatives/groups</li> </ol>

Priorities	Actions
Promote awareness of the Purbeck Youth PPG (YPPG) and its remit, and support efforts to recruit new YPPG members	<ol style="list-style-type: none"> <li>1. Promote awareness of the Purbeck Youth PPG (YPPG) when hosting stands at the Practice and at other local events</li> <li>2. Promote awareness of the Purbeck YPPG in Practice Newsletters, on the Practice's Facebook page, in local community newsletters and in the local media - including Swanage News, the Purbeck Gazette, Purbeck Coast FM</li> </ol>
Promote awareness of the Purbeck Primary Care Network (PCN) and the new services being offered by the PCN	<ol style="list-style-type: none"> <li>1. Share information about the Purbeck PCN with the Patient Email Group</li> <li>2. Promote awareness of the Purbeck PCN and new services being offered when hosting stands at the Practice and at other events</li> <li>3. Work with the Practice to create communications that promote awareness of the Purbeck PCN - eg in Practice Newsletters, on the Practice's Facebook page, in local community newsletters and in the local media - including Swanage News, the Purbeck Gazette, Purbeck Coast FM</li> </ol>
Support the delivery of the Purbeck PCN's priorities -	<ol style="list-style-type: none"> <li>1. Work with the PPGs of the other five practices within the Purbeck PCN - and the Purbeck Youth PPG - to identify how the PPGs can best support the delivery of the Purbeck PCN's priorities</li> <li>2. Support the delivery of new initiatives - eg by promoting awareness of new services; identifying volunteers to support the delivery of new services</li> </ol>
Support the identification and delivery of the priorities of the new Purbeck-wide group: Action for Health and Care in Purbeck	<ol style="list-style-type: none"> <li>1. Ensure the PPG is represented at meetings of the Group and contributes to the identification of the Group's priorities</li> <li>2. Support the delivery of the Group's priorities</li> </ol>
Raise funds to help improve the services provided by the Practice	<ol style="list-style-type: none"> <li>1. Review the proposal to fund the provision of a health hub for patients in the Practice Waiting Room (originally proposed in 2020), now social distancing requirements have been relaxed</li> <li>2. Identify other specific pieces of equipment and/or other forms of support for which the Practice requires additional funds</li> <li>3. Confirm appropriate insurance is in place to run fundraising events</li> <li>4. Organise fundraising events, such as seafront stalls, to raise funds to improve services provided by the Practice - also provide opportunity to promote awareness of the PPG</li> </ol>