

**Swanage Medical Practice Patient Participation Group
Priorities 2020**

Priorities	Actions
Promote awareness of the PPG and its remit, and recruit new members	<ol style="list-style-type: none"> 1. Ensure the information about the PPG on the Practice Noticeboard is kept up-to-date 2. Ensure the PPG's page on the Practice Website is kept up to date 3. Share information about the PPG, including Minutes, with the Patient Email Group 4. Include articles about the PPG in the Practice Newsletter 5. Host stands at the Practice during PPG Awareness Week and Flu Vaccination Clinics - and at other times during the year - the aim being to promote awareness of the PPG 6. Host stands at other events, such as those organised by the Rotary Club of Swanage and Purbeck 7. Run fundraising events - provide an opportunity to promote awareness of the PPG, as well as to raise funds to help improve the services provided by the Practice 8. Investigate the feasibility of the PPG including articles in the Purbeck Gazette, etc 9. Promote awareness of the PPG on Purbeck Coast FM, the community radio station for Purbeck 10. Explore other options for promoting awareness of the PPG, such as Social Media
Encourage patients to join the Patient Email Group (Virtual PPG)	<ol style="list-style-type: none"> 1. Promote awareness of the Patient Email Group when hosting stands at the Practice 2. Promote awareness of the Patient Email Group in the Practice Newsletter, on Purbeck Coast FM, etc
Encourage patients to sign up to GP Online Services	<ol style="list-style-type: none"> 1. Promote awareness of GP Online services when hosting stands at the Practice 2. Share information about GP Online with the Patient Email Group 3. Include articles about GP Online in the Practice Newsletter
Promote awareness of new services being offered to patients registered with the Practice - and other new initiatives - and support their delivery eg by promoting awareness of eConsult	<ol style="list-style-type: none"> 1. Share information about new services and initiatives with the Patient Email Group 2. Promote awareness of new services and initiatives when hosting stands at the Practice 3. Invite members of the Patient Email Group to attend talks organised by the PPG about new services and initiatives 4. Promote awareness of new services and initiatives in the Practice Newsletter, in the Purbeck Gazette, on Purbeck Coast FM, etc

Priorities	Actions
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"> 1. Review feedback received by the Practice - including ongoing feedback given by patients (eg Friends and Family Test) and the results of the GP Patient Survey 2. Spend time at the Practice talking to patients and their carers about their experiences of using the services available to them 3. Consider carrying out patient surveys to find out more about what patients and their carers think about the services available to them 4. Work with the Practice to address the needs, views and concerns identified and help improve the patient experience
Support the Practice to deliver initiatives that promote health, prevent ill health and promote self-care	<ol style="list-style-type: none"> 1. Organise talks on specific topics of interest 2. Investigate the feasibility of organising health awareness events, health fairs, etc
Promote awareness of the Purbeck Primary Care Network (PCN) and the new services being offered by the PCN	<ol style="list-style-type: none"> 1. Share information about the Purbeck PCN with the Patient Email Group 2. Promote awareness of the Purbeck PCN and new services being offered when hosting stands at the Practice and at other events 3. Promote awareness of the Purbeck PCN in the Practice Newsletter, in the Purbeck Gazette, on Purbeck Coast FM, etc
Support the delivery of the Purbeck PCN's priorities - including, for example, the Purbeck Foot Club	<ol style="list-style-type: none"> 1. Work with the PPGs of the other five practices within the Purbeck PCN to identify how the PPGs can best support the delivery of the Purbeck PCN's priorities 2. Support the delivery of new initiatives - eg by promoting awareness of new services; identifying volunteers to help with new services, such as the Purbeck Foot Club
Support the delivery of the Purbeck Health and Wellbeing Locality Group's priorities	<ol style="list-style-type: none"> 1. Ensure the PPG is represented at meetings of the Group and contributes to the identification of the Group's priorities 2. Support the delivery of the Group's priorities - including the Purbeck Pledge
Raise funds to help improve the services provided by the Practice	<ol style="list-style-type: none"> 1. Identify specific pieces of equipment and other forms of support for which the Practice requires additional funds 2. Confirm appropriate insurance is in place to run fundraising events 3. 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