

New Road Surgery

P.P.G. aims

11th July 2022

• Vice-chair? support for them  
chair/secretary - core/steering group - start, big.

① RECRUIT PPG

\* "Task and finish groups"

→ explain what a PPG is and does. - FAQS

② SUPPORT → EG VAES CLINICS

expert patient talks / Anse with "lived experience"

Carers evening

Revels

Online access NHS App

(don't forget the digitally excluded)

Subgroups

carers  
young people

"non middle class hard to reach groups"

③ Promote ownership / involvement with the surgery

④ Communicate

- Staff - update photos
- what the surgery does
- how to best access services
- what is triage and why

⑤ Improve D. Barrett's handwriting

- help update the telephone/online messaging - language / key information
- social media??

⑥ Consider

- impact of changes on
  - individuals e.g. confidentiality
  - patient flows / numbers
  - those with protected characteristics