

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 9.3.2015

How has the practice engaged with the PPG:

We are very proactive in our engagement with both the face to face and online membership.

How has the practice made efforts to engage with seldom heard groups in the practice population?

We have actively encouraged recruitment of more members and there is an open invitation to all patients to engage with us in our practice brochure and online to encourage participation.

Has the practice received patient and carer feedback from a variety of sources?

We have had feedback from our own patient survey, the National GP survey and Friends and Family test.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

The PPG were all emailed with the results and all comments made from our own survey and the Friends and family test and encouraged to discuss and offer ideas for the action plan. The PPG face to face group met on 9.3.15 to discuss and agree the action plan. They have also requested that our practice website be reviewed and updated to ensure that it is more user friendly.