

New Road Surgery

P.P.G. aims

11th July 2022

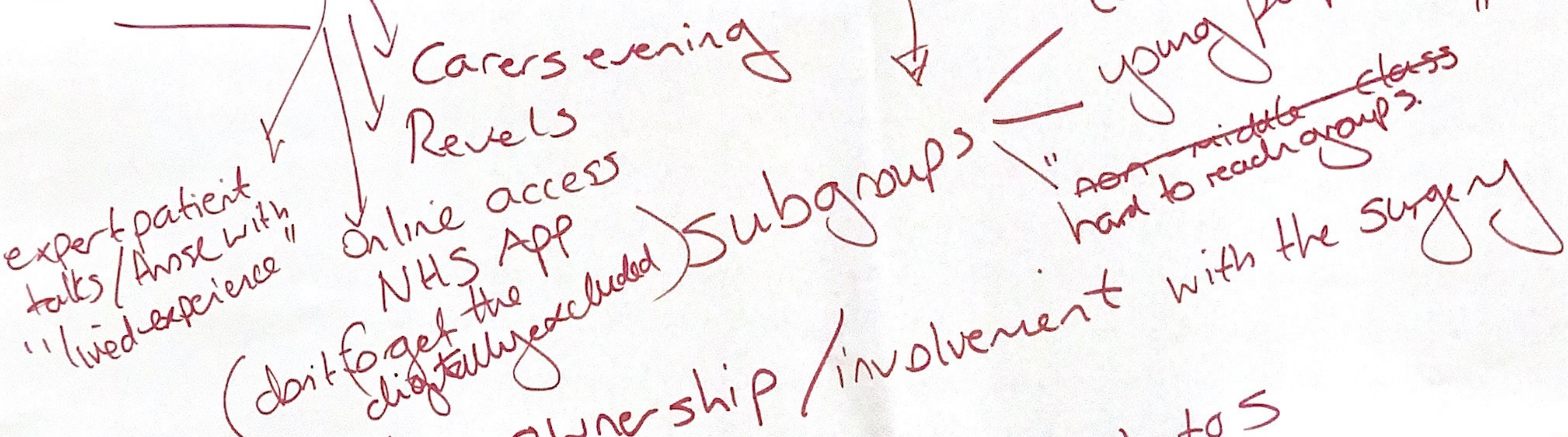
• Vice-chair? support for them
chair/secretary - support for them
core/steering group - start, big.

① RECRUIT PPG

→ explain what a PPG is and does. - FAQS

* "Task and finish groups"

② SUPPORT → EG VAES CLINICS



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

Improve Dr. Barrett's handwriting

⑤ Consider

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