

## Hardwicke House Patient Reference Group - Action Plan

| T of R | Key Task  | Action  | Target                          | Lead          | Progress |
|--------|---|---|---------------------------------|---------------|----------|
| 2.1    | Provide link between patient's and the Practice   | <ul style="list-style-type: none"> <li>• Maintain an active Patient Reference Group</li> <li>• Ensure Web site contains up to date PRG Information</li> <li>• Develop a PRG / Practice Newsletter</li> </ul>                              | On Going                        | JS<br>NG / DC |          |
| 2.2    | Patient Satisfaction Survey   | <ul style="list-style-type: none"> <li>• Assist with the compilation of annual survey</li> <li>• Review feedback with practice staff and assist with compilation of an Action Plan.</li> <li>• Monitor progress of action plan</li> </ul> | Dec 13<br>Feb 14<br><br>June 14 | PW / DC       | Complete |
| 2.3    | Establish links with local health interest groups.  | Establish links with; <ul style="list-style-type: none"> <li>• WS CCG Community Engagement Group</li> <li>• Healthwatch</li> <li>• Local charities</li> </ul>   | On Going                        | PW            | Complete |
| 2.4    | Raise patient's awareness of local and national support groups.   | Establish links with and promote relevant local and national support groups. <ul style="list-style-type: none"> <li>• Cardiac Support (Upbeat)</li> <li>• Cancer Support Groups – Hope programme</li> </ul>                               |                                 |               |          |
| 2.5    | Share best practice and good ideas which might enhance the well-being of patients and staff.  |   |                                 |               |          |
| 2.6    | Give input to Practice communications to ensure clear, plain English, for example, Practice information leaflets, website content, etc. | Review patient information  |                                 |               |          |
| 2.7    | Provide a sounding board and provide input for major changes to services.   |   |                                 |               |          |
| 2.8    | Support the Practice in its dealings with other bodies.   |   |                                 |               |          |
| 2.9    | Provide advise on how to spend money donated to the practice.   |   |                                 |               |          |
| 2.10   | Assist the practice organise patient information events;  | Suggest ideas for Health Awareness displays in practices surgeries and website. (each member to champion at least one cause). <ul style="list-style-type: none"> <li>• National Carers Week</li> </ul>                                    | June 14                         |               |          |

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| 2.11   | Mount displays in surgeries to support national awareness campaigns. Patients education events e.g. Healthy Lifestyles. |                           |        |      |          |
| 2.12   | Review Terms of Reference annually  | Review at October meeting | Oct 14 | JS   |          |
| 2.13   | Hold a General Meeting annually   | December Meeting          | Dec 14 | JS   |          |
|        |   |                           |        |      |          |