

Southbourne Surgery

ACTION PLAN JUNE 2018

Updated information about our Patient Participation Group and recent survey:-

- The surgery have a PPG, they are a group made up from voluntary member of our patients.
- We have tried to obtain diversity of patient groups by advertising our PPG in newsletters, on our waiting room screen, Health Visitor Clinics, our website and also all staff are aware that we are encouraging all patients to become involved.
- We liaise closely and regularly with our PPG via email as well as face to face meetings to share their thoughts and suggestions on the way forward for this year's Action Plan.
- It was agreed that face to face meetings were both productive and an important patient link to our PPG. We will aim to have another Action Plan update meeting towards the end of summer, **Thursday 25th October 2018.**

of Medical Practices (ChAMP) Local Community Network (LCN) Social Prescribing	with the Clinical Commissioning Group (CCG).	Betty Smith (PPG) Chris Shaw (PPG) September 18	attending ChAMP PPG meeting which feed into the LCN. The main project being worked on is Social Prescribing.
Staffing – GP and Nurses	- In anticipation of patient increases, and the completion of the new consulting room we are looking to employ a salaried doctor and Partner as well as a new Practice Nurse.	HY (PM) Completed	New nurse now in post. Salaried Dr and Partner been have been employed to commence in Aug/Sept
Surgery Boards	Look at changing round the surgery notice boards to make them more informative about specific areas such as Mental Health, Self-Care, Carers Support etc.	Claire Completed	Boards now updated. Mental Health board now in place. Leaflet area has been sorted into definite areas therefore not so cluttered