**THORNDIKE PPG WORKPLAN 2018/19**

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| **HEALTH PROMOTION*** Maintenance and promotion of healthy living leaflets
* Promotion of healthy living services and information
* Continuation of coffee mornings during which active signposting to services, invite other VCS group if patient attendance increases
* Continue with Health Promotion / campaign awareness boards and suggest additions to the TV screen on these issues
* Continued publicity of BP/BMI machine for patient use
* Foster closer links with the Health Promotion team at Medway Council and raise awareness of the programmes they offer
* Review if there are any opportunities at community events to promote healthy lifestyles / PPG membership
 | **COMMUNICATIONS*** Encourage patients to ensure their personal details are kept up to date, particularly mobile phone numbers
* Quarterly newsletter – review need to be made available in other formats / languages
* Poster to request email addresses for newsletter distribution to get wider circulation
* More communication with patients about changes to local health services (leaflet to be written and put in surgery – will require sign off by CCG)
* Availability of PPG minutes to be made more widely available – redact some items of surgery news and review need to be made available in other languages *(need % of languages spoken by patients of the surgery)*
* Continue with PPG noticeboard – need to actively recruit new members
* Consider use of social media to disseminate information relating to the surgery and to recruit new members
* Publish number of DNAs in Newsletter
* Encourage patients to make more use of the on-line services
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| **SURVEY*** Reasons patients DNA
* Review of the use of Rochester Hub appointments by patients of Thorndike since service started in October 2018
* Awareness , use and effectiveness of the active signposting methods
* Use of on-line services
 | **OTHER*** Link with other PPGs – invite to our meetings & through PPG Chairs’ meetings
* Be more assertive as a ‘critical friend’ to the surgery
* Assist with Flu Clinics in October 2019
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