**THORNDIKE PPG WORKPLAN 2018/19**

|  |  |
| --- | --- |
| **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 |
| **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 |