**Bridgnorth Medical Practice Patient Participation Group (PPG)**

This sets out the aims of the newly formed PPG for this year, and how we propose to meet these aims. It is a working document to be used in conjunction with the practice and will reflect the changing priorities of healthcare and the needs of the community of Bridgnorth.

**Aims:**

* To facilitate good relations between the medical practice and patients by communicating patient experience, interests and concerns and to provide feedback to the practice on issues of concern.
* To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients
* To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all
* To act as a representative group to support the practice and influence local provision of health and social care
* To explore ways the PPG can support the practice in the purchase of equipment and services for the benefit of patients.

**Action Plan 2022:**

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| To complete survey of patient experience of booking appointments | **31/07/2022** |
| To feedback to the practice the results of the survey and take action points to carry forward | **30/09/2022** |
| To set up a Facebook page to communicate the aims of the group to Bridgnorth | **31/07/2022** |
| To publish a regular feature in the Bridgnorth Journal to promote the aims of the group | **31/07/2022** |
| To encourage increased membership of the group through Facebook and local press | **31/12/2022** |
| To set out action points for 2023 | **31/12/2022** |