

Area 1 PPG Monitor: John B	Re-design Patient Survey and develop it to be in-line with Friends & Family initiative		
Recommendation	PPG Working party be established to design Friends & Family survey.		
Task	Lead	Timeline	Comments/Achievements
1. Re-design Patient Survey	Jill	October 2015	New FF system completed January 2015
2. 2. Aim to increase the number of responses by at least 50%. [300 in total]	All PPG and All Surgery Staff	October 2015	Monitor progress at PPG meetings – currently on target and better spread

Area2 PPG Monitor: Margaret	Improve representative grouping of PPG		
Recommendation	Group be pro-active to establish volunteers from underrepresented groups		
Task	Lead	Timeline	Comments/Achievements
1. Establish ways of contacting young people.	Kelly	October 2015	Kelly has now moved and left the group
2. Attendance at clinics.	Robert / Margaret	October 2015	
3. Increase size of PPG by 25%	Jill / John C	October 2015	

Area3 PPG Monitor: John C	Increase PPG profile within the Surgery.		
Recommendation	Existing work be underpinned and areas of expansion be explored.		
Task	Lead	Timeline	Comments/Achievements
1. Develop Noticeboard		October 2015	
2. Develop Newsletter & gain financial support for colour	John C.	October 2015	
3. Organise Coffee morning on Health Issue	Betty / Rene / John C	October 2015	Invitation extended to Diabetes UK

Sandy Lane Surgery PPG Development Plan 2014-15