

To increase the engagement in the people participation group as measured by:

- Increase in shared responsibilities and actions from meetings
- Increase in membership of group
- Increase in attendance at group meetings
- Increase in number of different engagements within the meeting (how many people speak)

Accessibility

Virtual option

Find provider of online tool (device and wifi) for those without access

Sending text and emails to patients stating the benefits of the PPG and how they can contribute

Provide virtual meeting option

Condiments

Offer tea and coffee at the person group

Communicate benefits

You Said, We Did Board update the practice

Contribution

Use as an opportunity for group to make lots of suggestions for what to improve

Benefits

Feedback

Actively informing patients of its existence and benefits to them - update website.
1 linked PDSA ramp

more feedback from NHS choices

Campaign

Sending text and emails to patients stating the benefits of the PPG and how they can contribute

Clearly communicate the commitment required

Awareness

Consistency and regularity

Regular monthly group chatting to a number of staff members to also learn how the practice works for example letters referrals and appointments

Feedback

Organised consistent communication from a minimum of 15 members.