**PATIENT PARTICIPATION GROUP**

**FAIRFIELD SURGERY**

**PLANS FOR 2020/21**

To continue to promote the patients’ group to patients and identify more effective ways of representing all patients’ views

* Regular articles in Burwash Broadsheet, Etchingham and St Philip’s magazine and the Etchingham and Burwash e-bulletins. This information will also be circulated to virtual members
* Notice Board in surgery
* Publicise the patients’ group in patient surveys

To promote key public health messages (both national and local) identified with the surgery, e.g. flu vaccinations etc. using local publications and Facebook page

To maximize the potential of our Facebook page by sharing posts with local Facebook groups

In 2021 to carry out a survey of patients to get their feedback regarding telephone consultations with the aim to make it a positive experience. They have become regular practice during the Covid 19 pandemic and will continue alongside face to face appointments after the present crisis is over.

To consider how we can improve our role as a ‘critical friend’ to the practice

Being mindful of issues raised during the pandemic to identify health topics on which to focus to achieve positive health benefits for patients

Develop our collaborative working with local organizations

To ensure the patient group is represented at meetings with CCG and/or Primary Care Network to influence local provision of health and social care.

To ensure that the patient group is represented at meetings of the PPGs from the rural Primary Care Network and that our group benefits from this informal collaboration