

1. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: *Nina E. Rogers*
16/01/15

How has the practice engaged with the PPG: **Face to face, e mail, letter, phone**

How has the practice made efforts to engage with seldom heard groups in the practice population?

There is advertising on web-site, prescriptions, poster displays & by word-of-mouth.

Has the practice received patient and carer feedback from a variety of sources? **Yes, survey, suggestions, observation and communication with the staff and complaints etc.**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes**

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

A constant positive approach must have made a significant difference.

Do you have any other comments about the PPG or practice in relation to this area of work?

There is emphasis on moving the group forward to encourage younger members to join in.