

## **ALCHESTER MEDICAL GROUP PRACTICE PATIENT GROUP**

### Aims

- Foster and strengthen communication between Alchester Medical Practice and its patients
- Work with the Practice on ways to maintain and improve existing medical services and be involved in consultations about new initiatives, standards and practices that affect patients and staff
- Understand and help to raise patient awareness of priorities and evolving health care plans relevant to Alchester's patients
- Help patients take more responsibility for their health
- Be the patient voice for future challenges; provide practical support and help to implement change
- Ensure our voice is heard by the Bicester Primary Care Network (PCN) PPG
- Maintain awareness of organisations which can help the PPG e.g. NAPP (National Association of Patient Participation), CCG Patient Engagement, Healthwatch

### Objectives for 2020-21

- Meet approximately four times a year with the Practice; the PPG members to identify issues and set an agenda for the meetings in consultation with the Practice Manager
- Maintain a good working relationship with the Practice so as to be seen as an 'honest friend'
- Identify campaigns to help patient health in association with the Practice
- Maintain the flexible methods of communication developed as a response to Covid-19 e.g. internet meetings, WhatsApp calls
- Identify and work with the Practice on projects so as to represent the patient voice:
  - Website development, including adding items to PPG area
  - Increase participation in the PPG to ensure it hears and debates a broad range of views and it is as representative as possible of the Practice's patient base
  - New surgery
    - Give views on the layout of the common areas
    - Work closely with Montgomery-House PPG to align our message to patients
  - Participate in Bicester Primary Care Network
    - Attend regular PCN PPG meetings
    - Maintain informal relationships with Bicester Health Centre and Montgomery-House PPGs
- Initiate targeted patient surveys to identify issues and communicate results
- Participate in Healthwatch organised group forums and other PPG related events in the Oxfordshire area