

4. PPG Sign Off

<p>Report signed off by PPG: YES/NO <i>Q Chalmers</i> <i>PRG member and carer.</i></p> <p>Date of sign off: <i>19.3.15</i></p>
<p>How has the practice engaged with the PPG:</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population? Has the practice received patient and carer feedback from a variety of sources? Was the PPG involved in the agreement of priority areas and the resulting action plan? How has the service offered to patients and carers improved as a result of the implementation of the action plan? Do you have any other comments about the PPG or practice in relation to this area of work?</p> <p>We looked at invite responses from different age groups and after speaking to our patients it became evident that 55-64 & 65-74 year olds were keen to be involved as they had more time and some were retired, however our younger patients found it difficult to get time to attend the meetings and suggestions were made to become virtual members, however very few actually did so,</p> <p>We have contacted Pride in our Practice and arranged meetings with doctors and staff to raise awareness. At our next PRG meeting we will ask the group if they would like to invite them to speak at a meeting.</p> <p>We have received patient feedback from Patient suggestions, comments, complaints, FFT weekly information, choices website and PPG meetings.</p>