

Appendix 1 Working Document

<b>Surgeries Development Plan - Patient and Public Involvement and Communications work stream</b>					
<b>Project Tasks -What?</b>	<b>Who will action?</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>
<b>Patient, Carer and Public Information Materials, Distribution and Feedback Capture</b>					
PPI and Communications Planning Meeting	Mary Adams (MA), Chris Edwards (CE) and Tracey	Friday 13 May 2011 09:30 - 12:00	Review Plan	Review Plan	
<b>Draft Materials:</b>					
<b>PATIENT SURVEY</b> -Draft Information - A4 - 2 sided sheet : Introduction Clinical benefits, Patient Experience Benefits, Environmental benefits etc. (and to acknowledge that some people who currently walk to the surgery might be disadvantaged), Questionnaire, Equality Monitoring section, Invitation to become involved in a PPG, notice of 2 PPI Events	CE and TF - MA to view (can send to PCT Lay Volunteer Readers Group to check user friendliness)	Deadline 23 May 2011			
Poster	CE and TF to draft - MA can advise on initial drafts	Deadline 23 May 2011			
Liaison with Doc Mail re production of information materials and distribution	CE				
<b>Distribution of Information - Methodology and Plan:</b>					
Letter to patients who have not visited the surgeries within the last year	CE and TF to draft - MA can advise on initial drafts	Deadline 23 May 2011			

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Letter to key stakeholders - Crossroads, SREC North Somerset Office, Voluntary Action North Somerset, Citizens Advice Beaureau - Polish workers	CE and TF to draft - MA can advise on initial drafts				
Letter to all local Parish Councils (determined by spread of patients from mapping exercise)	CE and TF to draft - MA can advise on initial drafts				
Website - survey monkey questionnaire (electronic version of the paper Questionnaire)	CE and TF to draft - MA can advise on initial drafts				
Telephone Message alert - to survey	CE and TF as possible within own practice settings				
Receptionist training - alert to survey and feedback capture	CE and TF as possible within own practice settings				
Prescription alert - to survey	CE and TF				
Pharmacist training - alert to survey	CE and TF				
Feedback Capture and Analysis	CE, TF and MA to support				
Make collection points/boxes for Questionnaires	CE and TF for own practices				

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Feedback Report	CE and TF with MA to support	Develop template for feedback			
<b>EVENTS</b>					
Book Venue for 2 PPI events	TF and CE	Friday 13 May 2011	Event 1 - June 22 - Event 2 June 29		
Risk Assess Venue		MA to Liaise with Sylvia			
Agenda and Walk through for event leads					
<b>Case for change - presentation</b> (by Clinical Lead) to include patient benefits and rationales for why such a move is necessary - bring in all of the factors e.g. DDA compliance, better parking, more space, potential for introducing new patient services, encourage new doctors and practice expansion etc.	TF and CE with practice partners - MA and Andrew Hughes to support				
Event Information Boards					
Event Information Packs to include agenda, feedback sheet and any written guidelines for discussion process. Flip chart for recording feedback.	MA to advise and provide guidelines for discussion				

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Recruit facilitators	MA in liaison with the practices and Lay Volunteers				
Facilitator Guide and training session	CE, TF MA and all volunteer facilitators		MA before events		
Café Style set up - meet and greet plan, refreshments	CE and TF				
Facilitators - Lay Volunteers from PCT	MA				
<b>Summary of Key Documents to be Produced:</b>					
Patient and Public Involvement and Communications Plan					
FAQ's to be developed as a response to the survey results					
Equality Impact Assessment - screening tool					
Service Readiness Template - for the SHA					
Health Overview Scrutiny Panel - update paper- public document					
PPI Section for the Practices' Development Project Business Case					
Feedback Report from all Involvement activity (public document)					