

### Evergreen Oak Surgery PPG: Action Plan 2015/16

Number	Title	Description	Aims	Completed by whom	Timescale
1	On-going support for Carers	Carer's Group to be held at the Surgery led by Tracey as Carer's Lead. This will replace the collaborative carers meetings with other surgeries.	It is felt that carers will be better engaged in a smaller group. Plan is to hold a couple of meetings a year and include speakers and activities of interest to carers. Carers' Lead to set first of the meetings during Carers Week in June, date to be confirmed.		
2	Ensure regular meetings with PPG are held	Agree dates to end of 2016 as follows:	To ensure meetings are held regularly		
3	Areas of improvement from national GP Patient Survey	Look at and address the areas in the GP Survey where we need to improve and discuss ways in which we can implement them.	To improve overall patient care and experience		
4	Develop a practice survey for this year.	To be carried out during flu clinics in September/October 2016 and also to be available on the practice website	To gather views of patients in order to make continuous improvements in patient experience and care.		
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