

**Report on Achievement in last 12 months + overall background if necessary**

- Inaugurated and set up virtual group in 2014
- Meeting group established in 2015

**LAST 12 MONTHS**

- Joined NAPP and used their website to gain information and inform the group
- Held two open meetings for patient body
  - a. Healthwatch role in Sefton
  - b. Access Sefton – Ryan Forrest
- Had a representative on Church's in Ainsdale day on Mental Health Study
- Liaised with surgery staff for the CQC inspection & had a PPG group meet and questioned by their lead member
- PPG representatives met with surgery staff to discuss how to reduce no show patient appointments – SMS followed
- Discussed and advised surgery about Patient Access
- Produced an article for the NATTERJACK magazine
- Produced a Banner & adverts for the surgery to show our existence
- Held a liaison meeting with Formby Village Surgery PPG lead – Laura Willis
- Appointed a liaison member for the PPG to the Healthwatch Champions Group
- Undertook surveys at both Flu Clinics/ Ainsdale Health Fairs and used the information to inform both ourselves and the surgery staff of priorities to develop in the surgeries work
- Contributed to surgery newsletters
- Produced reception noticeboard

## **Proposed next 12 month development**

- **Facebook and twitter development**
- **Attend specific clinics to raise awareness of group and try to recruit new members from a cross section of the patient body**
- **Update noticeboard monthly and suggest photo display of members**