***AGREED ACTIONS FOR PATIENT GROUP 2018/2019 AS A RESULT OF OUR PATIENT SURVEY.***

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| SUGGESTED ACTIONS | ACTIONS TAKEN |
| TO HELP THE PRACTICE PROMOTE CARE NAVIGATION SUGGESTED WAYS* A PIECE IN NEXT NEWSLETTER
* SOME PATIENT EXPERIENCE QUOTES IN NEWSLETTER
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| PROMOTE PATIENT GROUP* PATIENT GROUP NOTICEBOARD TO BE MOVED.
* A RECRUITMENT DAY IN WAITING ROOM
* LEAFLETS IN WAITING ROOM EXPLAINING THE PATIENT GROUP AND THEIR ACHIEVEMENTS OVER THE PAST 12 MONTHS.
* LEAFLETS AROUND THE WAITING ROOM RATHER THAN ON RECEPTION
* NEWSLETTER
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| ONLINE SERVICE* DEMO DAY
* PIECE IN NEWSLETTER
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