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

|  |  |
| --- | --- |
| SUGGESTED ACTIONS | ACTIONS TAKEN |
| TO HELP THE PRACTICE PROMOTE CARE NAVIGATION SUGGESTED WAYS   * A PIECE IN NEXT NEWSLETTER * SOME PATIENT EXPERIENCE QUOTES IN NEWSLETTER |  |
| 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 |  |
| ONLINE SERVICE   * DEMO DAY * PIECE IN NEWSLETTER |  |