

**Patient Participation Group**

**acorn surgery**



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Acorn Patient Participation Group

ANNUAL GENERAL MEETING

Review of the Year 2023

# Since the last AGM

- Staffing changes, 'ins and outs'  
New Partner, retirements, leavers, PCN and new roles, primary care team structure
- CQC Catch up
- Positive Friends and family results
- Moved to online requests for medication, medical queries and much more
- Quality improvement
- Training practice responsibilities – growing the future workforce
- Working with PCN and Integrated neighbourhood team

# Working Together

- Helped fund wipe-able chairs for the waiting room and purchased the weighing scales
- Redesigned the PPG logo
- Produced our first of many regular seasonal newsletters
- Revised the Aims and Terms and Conditions of the PPG
- Revised and updated the Acorn Patient Charter
- Agreed the patient survey action plan

# Plans going forward

- Health Events & education events
- Increase practice staff representative attendance
- Prepare for CQC inspection
- Continue to build on improving digital technologies
- Increase membership, supporting the flu clinic
- Developing virtual patient group