

## The Firs Patient Group Action Plan 2018

### Action one

Carry out a short interview survey based on issues raised at the launch meeting

What do we need to do?	Who is going to make it happen?	Start date	Date due	What do we want to achieve?	What resources are needed?	How will we celebrate success?
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Develop survey, train volunteers, set up rota	Exec plus other volunteers		June-Sept	Ideas for improving patient and staff experience.	Photocopying Survey experts (volunteers)	Priority actions agreed jointly by staff and PG
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### Action two

Invite HealthWatch to present an update on key NHS activities in WF

What do we need to do?	Who is going to make it happen?	Start date	Date due	What do we want to achieve?	What resources do we need?	How will we celebrate success?
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Invite speaker	PG Exec		Autumn	Good turnout	Meeting space and promotion	Greater PG participation
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### Action three

Promote awareness about the level and costs of missed appointments

What do we need to do?	Who is going to make it happen?	Start date	Date due	What do we want to achieve?	What resources do we need?	How will we celebrate success?
Develop a comms campaign (Posters, website, facebook?)	Exec and staff	May		Less DNAs	Photocopying and stats (staff) time (volunteers)	We will tell people