

Felton PPG: Effective Communication

Effective two-way communication between the PPG and Felton Surgery will ensure that:

- the patient perspective is understood and included in the provision of all services
- patients are kept up-to-date with surgery news
- and the surgery is supported and promoted by the community it serves.

This will be achieved by:

1. The PPG meetings will be open and constructive and give the following outcomes:
 - Agreed minutes will be uploaded to the Felton Surgery website. (Consideration will be needed with respect to northumberland HEALTH PPG minutes, and to any future redevelopment/integration of Web sites.)
 - Notes from the minutes, once agreed by PPG members and a practice representative, will be published to village social media and to the PPG Facebook page
 - Information of interest from official health sources, will be published to village social media and to the PPG Facebook page.
 - The Felton PPG will administer a Facebook page and encourage patients to follow it.
 - Newsletter updates will be relevant to the date of publication.
2. Direct contact will be established to the Social Prescribing team to facilitate the advertising of any activities relevant to the wider patient community. Social Prescribers can post directly to the Facebook page
3. Appropriate persons within the practice are encouraged to contact the PPG at any time with updates and news.
4. The PPG will feed back to the surgery, via the practice manager, any issues or comments as appropriate between meetings.