

PPE action plan: building high quality specialist health services in the community (cardiology, dermatology, gynaecology and minor surgery) 2018-2019

Engagement Activity	Target Group	Methodology	Lead	Timeline 2019
1. Online patient feedback survey	<ul style="list-style-type: none"> ○ Patients with experience of using the service ○ Patients who don't have experience of using the services. 	Online/paper Survey	PPE service/Current provider/primary care team	January – February
2. Community engagement	<ul style="list-style-type: none"> ○ Patients using the current service across the four practices ○ West Ham United/PPG groups 	Community outreach across the practice sites	PPE service	February
3. Text messaging	<ul style="list-style-type: none"> ○ Patients using the service 	Text messages directing patients to the survey link	Provider	February
4. Engagement workshop	<ul style="list-style-type: none"> ○ Current service users who have agreed to get involved ○ PPG network members 	Presentation/ Discussion/ Group Work	PPE service/ Commissioning Lead	April
5. Patient Representatives	<ul style="list-style-type: none"> ○ Patients with experience of the services 	Involvement in the procurement process	PPE service/ Commissioning Lead	To be confirmed