The 10 Year Health Plan will be built around 3 shifts:

Abbottswood PSG

Moving more care from hospitals to communities

Moving care from hospitals into homes, closer to the places people live and their community.

Making better use of technology

Using digital technology promises faster, higher-quality, more connected care. Preventing sickness, not just treating it

Preventing rather than simply treating sickness will keep people healthier for longer.







Learning	Engagement	Service Improvement
 About ourselves From others	Our communityWider community	 Support Abbottswood's drive for continuous service improvement



Learning

- About ourselves
- From others

About ourselves – Better understand the vital statistics (demographics, practice statistics) behind the Abbottswood Medical Practice

From others – Learn from other PPGs to improve our practices

Engagement

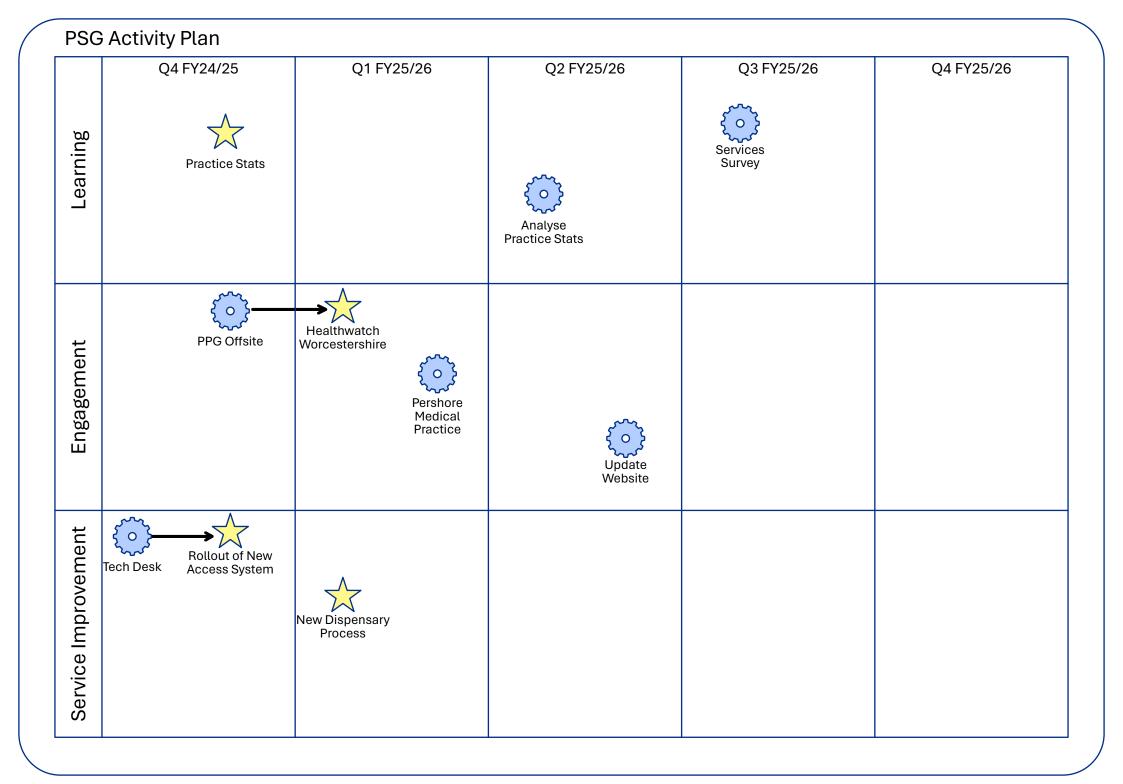
- Our community
- Wider community

Our community – Engage to elicit feedback from the Abbottswood patient community

Wider community – Engage with Healthwatch Worcestershire and other PPGs to support patient driven initiatives

Service Improvement

 Support Abbottswood's drive for continuous service improvement By understanding our community and its specific service requirements coupled with supporting the NHS 10 year plan, we support the Medical Centre in continuous service improvement. Examples include targetting key Worcestershire goals in areas such as Cardiovascular diesease, Diabetes and Frailty.



Activities



Delivered: Introduce regular monthly heartbeat statistics to allow PSG to monitor and support improvement

Practice Stats



Delivered: Application for Abbottswood MC to join Healthwatch Worcestershire accepted, allowing visibility and engagement at county level

Rollout of New

Access System

Delivered: PSG ran Tech desks to support patient swap to NHS app/Website booking



Delivered: Feedback on Dispensary process to MC led to upgraded process

Lead: Bernice Pershore Medical Practice



In Progress: PSG to monitor Stats to analyse patterns (nurse vs. doctor appointments) and gather detailed data on missed appointments with Leon, drill down into data to compare online form completions with calls.

Analvse Practice Stats



In Progress: Design Patient Services Survey to better understand community engagement and demographics

In Progress: Engagement with Pershore in order to share ideas and strategies, learn from and support, each PPG

Lead: Volunteers?

Lead: Helen/Vicki



In Progress: Update Abbottswood website, focusing on making patient group discussions visible and improving contact options for patients to raise issues. Add meeting minutes and contact forms to the website. Personalise the patient participation group (PPG) page with member photos (with opt out) and bios to make it more relatable.

Lead: Helen Vicki