

# 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

- About ourselves
- From others

### Engagement

- Our community
- Wider community

### Service Improvement

- 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 disease, Diabetes and Frailty.

PSG Activity Plan

	Q4 FY24/25	Q1 FY25/26	Q2 FY25/26	Q3 FY25/26	Q4 FY25/26
Learning	<div> Practice Stats</div>		<div> Analyse Practice Stats</div>	<div> Services Survey</div>	
Engagement	<div><div> PPG Offsite</div><div> Healthwatch Worcestershire</div></div>	<div> Persnore Medical Practice</div>	<div> Update Website</div>		
Service Improvement	<div><div> Tech Desk</div><div> Rollout of New Access System</div></div>	<div> New Dispensary Process</div>			

## Activities



Practice Stats

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



Healthwatch  
Worcestershire

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



New Dispensary  
Process

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



Pershore Medical  
Practice

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

Lead: Bernice



Analyse  
Practice Stats

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.

Lead: Helen/Vicki



Services  
Survey

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

Lead: Volunteers?



Update  
Website

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