

## UVS PPG Maturity Matrix

V3(July 2021)

This is a document created by Upon Village Surgery PPG which is line with a similar form created by City Walls Medical Centre, Chester.

The content will be reviewed on a regular basis by the PPG to help identify actions required to improve the maturity of the group for the benefit of both patients and the GP practice.

Level	Criteria	Status	Comment
One	PPG Established	Green	Yes
	PPG Chair supplied by practice	Green	Independent Chair
	Infrequent meetings	Green	Regular meetings
	Practice Manager only involved from surgery team	Green	And GP attends annually
Two	Terms of reference established	Green	TOR in place
	PPG Chair from patient members	Green	In place
	Regular meetings	Green	Yes
	Medical staff involved at meetings	Amber	GP annually only
	Minutes of meetings taken	Green	Yes
	Meetings focussed on info. from practice	Green	Standing item on agenda
Three	PPG Chair attends CCG meetings	Green	
	Ad hoc contact with patients	Amber	limited contact
	Rudimentary patient feedback collected	Amber	Friends & Family test only
	Feedback results shared with practice	Red	PPG Survey not in place
	Practice request PPG support for improvement initiatives	Green	Ongoing
Four	Regular PPG contact with patients	Amber	V Ltd contact via Newsletter
	Detailed patient feedback collected & analysis undertaken	Red	Not in place
	PPG propose improvements to address feedback issues	Amber	Work In progress
	Surgery work with PPG on joint initiatives	Amber	Work in progress
	PPG provide regular feedback to patients	Red	Not in place
Five	Embedded patient feedback cycle	Red	Not in place
	Virtual PPG participation in place	Amber	V Ltd community in place
	PPG participation widened to include major groups of patients	Red	Not in place
	Practice consult with PPG on all initiatives from the outset	Amber	Improving