

**Incorporating**

**Issa Medical Centre, 73 St Gregory Road, Preston, PR1 6YA**

**Issa @ Fulwood, Fatima Health Centre, 228 Garstang Road, Fulwood, Preston, PR2 9QB**

PPG Action Plan

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| **Action Point** | **Response** | **Measure** |
| Improve the surgery for the benefits of patients and the practice. | Regular PPG meetings to ensure the delivery of the best possible services to patient population. | Patient and staff feedback. |
| Callback option on phone system. | Check if callback option is available through telephone company. | Patient feedback. |
| Improve patient engagement by holding community-based activities. | Practice to arrange events such as open day and health mela. | Patient feedback. |