

Best Practice Examples

There are already some Patient Participation Groups (PPGs) around Tameside and Glossop who have achieved excellent results in their GP Practices:

- A PPG in Hyde created a leaflet advising patients about websites and organisations offering health advice to encourage early intervention to stop valuable appointment time being booked for issues that could be solved via self-care
- Another PPG led a fundraising effort to purchase a defibrillator for their surgery
- Language support workshops were held with the help of Hyde Community Action
- Two disabled parking bays have been implemented outside a surgery in Denton for Blue Badge holding patients
- A practice in Dukinfield worked with student volunteers to create a Peace Garden
- Practices across the area held successful health events – from ‘stress-less’ workshops, to events around dementia, women’s health, diabetes and prostate health

PPG members have also been extremely useful in the early stages of adopting new IT systems:

- A PPG in Ashton collected feedback from patients about a new appointment service being trialled by the GP
- Another PPG switched its IT system and during the transition had to revert to manual booking for appointments and prescriptions. The PPG helped the practice manager to prepare information about the switch and included it in the patient newsletter and tested the re-registering process for the new IT system. The group is now helping the practice manager to encourage more patients to register and use the on-line services on offer