

What can PPGs do???

Helping the Practice to improve services

- Providing feedback from consumers e.g. appointment systems
- Monitor the accessibility of Practice communications e.g. develop the Practice booklet and leaflets, design of the website
- Carrying out surveys into a whole variety of subjects e.g. measure patient satisfaction, health needs and expectations
- Practical help e.g. flu clinics in GP Practices – making sure the patients are happy!
- Improving Practice facilities e.g. new toys for the waiting room, maintaining plants and gardens
- Helping obtain the patient view for e.g. planning permissions with a new build project for Practice premises
- Designing new services and initiatives e.g. extended opening for GPs
- To explore the changing needs of patients

Offering support to other patients, for example.....

- Bereavement support
- Carers group
- Hospital visiting
- Befriending for housebound patients
- Volunteer transport scheme for medical appointments
- Providing health based social activities e.g. walking for health group, exercise classes, creating babysitting circles, trips out for older people

Providing information

- Organising a health fair
- Offering handouts and support on special days e.g. National No Smoking Day
- Individual patients as teachers and expert patients with long term illnesses to newly diagnosed e.g. Diabetics etc
- Producing patient newsletters for the Practice
- Ensuring that patient information and advice is as user friendly as possible
- Representing your Practice locally and nationally when patient voices are needed.

Arranging special health events

- Encouraging health education activities within the Practice
- Training in basic first aid for patients
- Training new parents to distinguish when to call for medical assistance and when to self treat
- Awareness around particular illnesses e.g. breast cancer
- Awareness for particular cultural groups around issues that relate to them