

Our PPG aims are:

To give patients a voice and help the Practice to deliver the best service for patients.

To promote good health for both patients and the wider community.

We are officially the most outstanding patient group in the UK!

Yes we are!

We won the Corkhill award, given by The National Association of Patient Participation Groups.

“Well done” and “Thank you” to all who have helped and supported us!

WORKING TO SUPPORT YOU AND THE PRACTICE

We are still working with the practice to monitor our new telephone system. There is a proper queueing system and ways that the phones can be freed for urgent calls. We are getting positive feedback but still sometimes the queues are rather long. The practice is working hard to improve this and the appointments system generally

We are continuing to work with the practice and EMIS the service provider to improve the features of the online access to medical records.

We have encouraged patients to sign up for records access and signed people up in the waiting room during flu clinics and at other times

We have been part of the discussions for a bid for funding to provide a more “joined up” service in Hyde. This would integrate health and social care and make it safer and more convenient for patients. This is very exciting and we are hoping the money comes through.

Through the weekly emails and social media, we have promoted ideas for healthy activities. These have included information on Grafton House, Hattersley Hub, Tai chi, running and walking groups and all kinds of exercise classes.

Dominic Sexton is part of the team behind the Hyde Park parkrun which started in January.

It is proving very successful and they just need a few more volunteers to get the junior run going.....

We have also included some informative articles. Thank you to Josie for her article on “Cataract Myths”





MY MEDICATION PASSPORTS

We are continuing to distribute the “My Medication Passports” . If you haven’t seen one yet, they are a great little booklet where you can keep all your current medical information .Perfect for doctor & hospital appointments, holidays and reminding yourself or other members of the family or people you care for what your current medication is. If you haven’t got one yet, then ask at reception! They are free!

ONLINE RECORDS ACCESS

Myself and others have spoken at many national conferences about online access to records and the patient view of healthcare Some of us have been filmed as part of the NHS publicity!! The films are on you tube.....Ingrid, Dominic and Marilyn.

I went over to Southern Ireland to advise them as they introduce patient online access to information. There is no NHS there so things are very different!

LOCAL LIAISON

I am the chair of the Hyde and Hollingworth PPG cluster group which gives us an opportunity to share ideas and concerns. It also means that I am part of the local GP group where we discuss the development of local services and common problems. Through this network we can put our views forward to the CCG (Clinical Commissioning Group) and the local council who are the people who decide how the money gets spent on local services.

LANGUAGE SUPPORT WORKSHOPS

We are continuing our partnership with Hyde Community Action who supports our local Asian Community. We have run a course for 16 women who have limited English. The group were taught how to access their GP, how to sign up for online services, records access and how to use their “My Medication Passport”. They also learned about how to use the library and help other members of their family. They all thought it was very valuable and we have a waiting list of more than 60 names for future courses! We need to raise some money so we can “roll it out”. Locally, the courses for teaching English as a second language have been cut so it’s vital we help families make progress towards independence in our community. I went to their “Celebration of Volunteers”. It was a great evening where the women celebrated their successes with HCA.

DEMENTIA AWARENESS

One of our members Cathy Lewis Dobson has trained as a dementia awareness champion. She is working with staff in the practice to make the public areas more dementia friendly. She has also run courses for PPG members and other patients. She has done training for other local practices and groups. She will be offering more sessions for practice patients. The last session was on March 16th 2017 and was very successful.



FOODBANK

We are continuing to collect for our local food bank. We have had special thanks for your donations from the Foodbank team. We wanted to ensure that all our patients who would like to give food had an easy way to do it. We also make sure that information is in place so if any of our families need help then they can be given vouchers for food. Our special effort at Christmas produced 42 big bags of food!

Can we persuade you to make a health pledge?

Our major campaign is still Health Pledge. We all need to make the best choices we can to keep well.

The idea of Health Pledge is to choose a small thing that we can do to improve our health. Then we can go onto our website www.healthpledge.co.uk and pledge to do it.....it's as simple as that! It's just like a New Year Resolution but more powerful as we have made a public pledge.

We have worked closely with the tutors and students at the Department of Nursing at MMU (Manchester Metropolitan University) . We have spent two weeks in Morrisons where the nurses and students did health checks and we talked about Health Pledge ideas. These sessions were very successful and numbers of people found they had high blood pressure which needed attention. Other issues cropped up such as irregular heartbeat or people needing advice on lifestyle or medication.

We have also had several stalls in the Clarendon Shopping Centre in Hyde. The Public Health Team was there to do health checks and we were on hand to distribute My Medication Passports and talk about good health choices.

Here is Abdul showing Sue how to use a device that takes an ECG of your heart. It is to detect atrial fibrillation which is a big cause of strokes.

We have promoted the Health Pledge idea at lots of conferences and spoken to many groups.

We know it's working as we have had lots of success stories.

It would be great if you could make a pledge yourself and persuade someone else to make a pledge too!



Health Pledge team

Dominic Jacqui Ingrid



Clarendon Shopping Centre

As you can see, as a PPG we are very busy. Is there anything you could do to help? We need more people.

We do have monthly meetings but you don't need to come. You can do things in your own time and keep in touch by email

We want to reach out to younger people.....can you help with that?

Do you have any skills we could use? Marketing, publicity, display, newsletter production? Are you good at doing presentations? Are you good at fund raising?

Do you have a particular interest e.g. diabetes or stroke support that you would like to pursue?

Get in touch if you would like to talk through how you may help. Email address below

I would like to thank all the PPG members and the practice staff for their support, co-operation and encouragement.

Ingrid Brindle and the rest of your PPG team

SOHOW DO YOU THINK WE ARE DOING?

Email us with your thoughts and ideas

htmcppg@gmail.com