

Pennygate Medical Centre PPG working with the practice during Flu season.

What happens?

Every year the practice does everything it can to get as many people as possible vaccinated against Flu. This includes holding up to 3 busy Saturday morning Flu clinics. PPG members come in to help organise the clinics and sort patients into different areas. This year the PPG also ran a Charity book sale and promoted the Medicines Waste Campaign during the Flu Clinics. The PPG also helps the practice with ideas on how to encourage more people to have the Flu vaccine. This year they are also busy planning a Christmas Flu Party for children.

What impact does it have?

Sarah Gray, Practice Manager, said the help of the PPG during the clinics is invaluable as they help to get patients through as quickly as possible. This year the practice vaccinated 600 people at the first clinic, and 450 people at the second.

The help of the PPG also contributes to positive patient experience. This year they were thrilled to receive feedback from a patient who described the Flu Clinics as 'a wonderful, fantastic and really well organised' event .

Members of the PPG have lots of fun working at the Flu clinics and enjoy being able to do something practical to help the practice. It is also a great opportunity for them to speak to patients and encourage people to join the group!.

How can you do it?

Involve the PPG in the planning for Flu season as early as possible. Recognise them as a key part of the team and allow them to get involved with the Flu clinics if they want to. Ask the PPG for ideas on how to increase uptake and what role they could play in helping to spread the word amongst patients.



Many thanks to Pennygate Medical Centre PPG members (pictured) for sharing this case study.

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