

**Springfield Medical Practice
Patient Participation Group (PPG)
Meeting Minutes
Wednesday 18th October**

Present: Dr O'Flanagan, Dr Owen, Louise Morton
16 patient attendees

Participants welcomed and completed sign in sheet.

Minutes from last meeting and Agenda circulated

Introduction by Dr O'Flanagan,

Following the last meeting Becky from Carer Trust attended and a member of the Well – being team who both gave a short overview of the services they offer.

Becky from Carer's Trust

Since the last PPG meeting Springfield have hosted 2 drop -in session supported by the Carers Trust and hope to make this a regular session bi-monthly. Becky gave an overview of the services and what they can offer.

- Once on carer's trust register stay on for 6 years
- They have a programme of events - usually need to book on ie flower arranging, location often not mentioned on flyers.
- Becky told the group that at Willenhall they host a Carer's coffee morning, which the group felt would be an idea for the Practice – **Louise will work with Becky to arrange this.**

Thiese - social prescriber from the Well-being team

The Wellbeing team have a number of staff each with different areas of expertise, supporting patients in 7 Practices in the local area. The team offer a range of support for patients, which do not require medical input but may be affecting their health and wellbeing including:

- Social support
- Liaising with services for financial support
- Housing
- Equipment to support patient to remain living at home.
- Access to MIND service and sessions

The group were unaware of the team and asked if a leaflet could be published and information shared to raise awareness. **These will be look into drafting an up-to-date leaflet which can be shared.**

The group discussed methods of communicating information to patients that may not always attend the surgery to see leaflets or information on the television screens and might not have social media or internet access.

Ideas were leaflet to patients' homes, in local venues or shops and added to repeat prescription slips.

The group were updated with the actions from the last meeting as below

- Participants were not aware of the new roles and staff at the surgery- could the staff roles and names be put on the website, and on reception rolling screen – **The Practice Website has been updated and in the process of gathering photos of new staff in readiness to update the screens**

- More information on the surgery Facebook page. – **We have been adding more information to the page**
- Drop-in sessions- **we have invited carers trust today and have had a drop-in session last month. Becky in attendance today**
- Social prescriber- can this be booked direct rather than via doctor appointment? – **This is being looked at by the network as they work across 4 surgeries – Thiese in attendance**
- Compliments board to focus on good experiences- We have been **gathering feedback questionnaires and will be updating a board in the practice to display theses shortly.**
- Participants were interested in 'take one, leave one' scheme with clothing on rail for public to take or leave. 1 Participant has some supply already. Also book swap scheme- interest to revive this. – **Discussed again today and a clothes rail and sign will be put up in Reception for coats in the first instance.**

Items discussed

Participants were asked for ideas how their patient experience can be improved, and what they would like from the practice. It was suggested we have a Suggestion Box in the practice to gather some ideas from patients not at the PPG meeting.

Louise will arrange for a box to be in the reception area

The group discussed supporting a local food bank which a PPG participant had brought in leaflets explaining the scheme. The group agreed this was a good idea to help the local population. The practice will arrange a table and box to be in the waiting area for donations. The PPG participant works at the distribution centre and is happy to collect these regularly.

The role of the PPG was discussed, and Louise asked if anyone was interested in helping and taking on some of the actions and PPG going forward. The group to let Louise know if they are interested .

Details of the next meeting will be on the website and sent via text message

Thanks, and close of meeting.