Springfield Medical Practice

Patient Participation Group ( PPG ) Meeting

28.06.2023

Minutes

Present: Dr O’Flanagan, Dr Owen, 18 patient attendees (see separate attendance list)

Participants welcomed and completed sign in sheet.

Introduction by Dr O’Flanagan explaining the role of the PPG, written information about PPG distributed, and possible role for PPG with eg charitable causes.

Participants asked how their patient experience can be improved. Acknowledge the role of new technologies such as Facebook, website, texting and emailing in communication.

Ideas from the group discussed as below:

* Wellness clinic / social prescriber- can this be booked direct rather than via doctor appointment?
* Compliments board to focus on good experiences- several good experiences were shared by participants. Aware of feedback methods to the surgery, also Friends and Family QR codes.

* 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. An experience was recounted when a new staff member contacted a patient, which can cause confusion or distress if the name is unknown.
* Wellness clinic vs NHS health check- importance of self – care and for the individual to take responsibility for their health
* Participant expressed that they don’t see much information on the surgery Facebook page. Suggest listing services offered at the practice (Acknowledging certain staff and services change according to placements / funding)
* 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.
* Interest in cancer survivorship group for peer support- could advertise on website / Facebook / local shop or church.
* Drop-in sessions for folk to attend for peer support and information: for specific groups eg Diabetes UK; dementia support; carers support. Aware services for carers are lacking, participant appreciative of acknowledgement by surgery of her role as carer.
* Several compliments for episodes of care highlighting that phone calls can be helpful. Other examples of frustration over missed diagnoses from consultations with trainees.

* There was interest in raising the awareness of availability of certain tests that are available; also reducing barriers to eg men accessing prostate tests. Could tackle this with eg prostate cancer awareness day? Participant cites prostate cancer survivors doing pop-up clinics for testing which has worked well elsewhere.

Agreement from the group Springfield Medical Practice would be the best place to meet, maybe on similar PLT afternoon when surgery is quiet. Next meeting after summer, surgery to arrange date and time, ideas to be brought to the group and consider ways to include virtual participants.

Thanks, and close of meeting.