



PPG Meeting Minutes

Date and time: 8th February 2023 at 1.00pm

Location: Friendly Family Surgery

Welcome and introductions – 2 patients in attendance apologies received from 1 patient. Thank you for attending.

Practice update – Alison opened the meeting with a short practice update. We have a new locum who will be covering a few shifts for us soon. Dr Sefen.

We have 2 receptionists who are sadly leaving us in the next few weeks, so we are now recruiting.

Covid and flu vaccinations this season – Discussion regarding our flu and covid vaccination figures for this season. We order a vaccination for everyone that is eligible the year before. We have had many declines this season and many patients have attended the chemist for their vaccine. We discussed ways they thought we could offer more patients the vaccine at the surgery next year. The PPG said they thought it was a good idea to book up clinics in July and August in readiness for the winter. They said they would be happy to book these in the summer and would attend.

Online access – Patients are now able to book appointments/order repeat prescriptions and send us messages online. The 2 patients in attendance today do not use online services they would rather phone the surgery. However, it was noted that many patients do use online and this will work well for them. We have a choice of ordering prescriptions over the phone (Medicines Order Line 01246 588860), by dropping in your repeat side of your prescription to the surgery, by the NHS App, or via our website.

Healthwatch Derbyshire Newsletter – A copy of the Healthwatch Derbyshire newsletter was included in our PPG pack. We discussed a few things in this. There is **cost of living support** in there, which will be included on our website and Facebook. We will also put up a poster in the waiting room for anyone who doesn't have online access. We also discussed the Grab a Cab information. If you need help to get to certain medical appointments Derbyshire County Council's **Grab a Cab** project may be able to help. This offer is open to all ages and is not means tested so you do not need to be receiving benefits to be eligible. More information can be found on our website, and we will put a poster up in the waiting room.

Home from Hospital Service – This service aims to support vulnerable adults preventing them from having to go into hospital and also supports them after they have been discharged. The services include

- Fetching shopping and ensuring people have a plan to in place to manage shopping after the service ends.
- Making sure their home environment is safe, warm and comfortable.



- Arranging for key safes to be fitted and community alarm or telecare systems to be provided, if needed.
- Arranging the payment of bills and making appointments.
- Collecting medication prescriptions
- Supporting them to maintain and improve social networks.
- Supporting them to understand care options and plan future support.
- Signposting to other statutory, voluntary sector and community organisations.

Home from hospital is a free service and referrals are accepted from anyone. People can refer themselves if they think they will benefit from it. For more information call 01283 817417 Monday to Friday from 8.30am-4.30pm. They are also interested to hear from anyone who would like to become a volunteer for this service. Email amy.tipper@bcvs.org.uk

The PPG members thought it might be a good idea to ask Amy if she would like to come to the next surgery PPG meeting and explain to everyone the services they provide. Alison will email and ask Amy.

PPG Survey – before the meeting a survey was sent out to all members, and it was added to the Virtual PPG Facebook page. From the responses we have put together some actions, which are included in the PPG pack. Thank you to everyone who completed a survey.

The Mori questionnaire was discussed. The Mori questionnaire is sent out in the post to random patients from our list. We had 277 surveys sent out. Out of these 102 surveys were sent back. We scored high in most categories. A copy of the results is included in the PPG pack. The PPG members did say they agree with the results. We have a lovely, friendly receptionists and we always answer the phone promptly. They never have any problems in getting an appointment and are offered a range of times for their appointments. It was noted that we are having issues with our phone lines at the moment, while we are awaiting an update to our phone systems, but this should be resolved very soon.

We have arranged the dates for our next few meetings, which will take us to October:

- **19th April 2023** 1.00pm (I have changed this due to annual leave please let me know if you can't make this date)
- 7th June 1.00pm
- 9th August 1.00pm
- 4th October 1.00pm

We welcome new members to join our PPG. If you are interested in joining please ask at Reception for a registration form or visit our PPG page on our website.

For more information on anything highlighted please visit the New section on our website. [News Archive | Friendly Family Surgery](#)



PPG Meeting Pack 8th February 2023

PPG Meeting Agenda

Date and time: 8th February 2023 at 1.00pm

Location: Friendly Family Surgery

Purpose of the group

The purpose of the group is to discuss about the services offered by the practice and any improvements to be made.

This Group should not be seen as a complaint platform

As per patient Confidentiality no personal issues should be discussed

Everyone's views must be listened to and respected

No discrimination will be tolerated

No.	Time	Discussion Points	Action Points
1.	Welcome and introductions	<ul style="list-style-type: none">• Thank you to everyone for attending.	
2.	Practice Update	<ul style="list-style-type: none">• New locum GP Dr Sefen who will be covering a number of shifts over the next few months.• 2 Receptionists are leaving in the next couple of weeks. Currently recruiting.	
3.	Covid and Flu Vaccinations	<ul style="list-style-type: none">• Discuss Flu and Covid uptake at the	

		<p>surgery for this season.</p> <ul style="list-style-type: none"> • Discuss ways we can improve uptake next season. 	
4.	Online Access	<ul style="list-style-type: none"> • Patients are now able to book appointments online. Thoughts on this? Ways we could make it easier? Other ways of booking appointments/other online services? 	
5.	Healthwatch Derbyshire Newsletter	<ul style="list-style-type: none"> • Printed a copy for everyone 	<p>Health Watch Derbyshire Newsletter: Healthwatch Derbyshire's Winter E-bulletin (mailchi.mp)</p>
6.	Patient Survey	<ul style="list-style-type: none"> • Printed everyone a copy. 	
7.	Work plan for 2023	<ul style="list-style-type: none"> • Fundraising • Plan for recruiting members • Create action log • Any speakers? 	
8.	Previous meeting minutes	<ul style="list-style-type: none"> • Any actions still outstanding? 	
9.	Next meeting	<p>Wednesday 19th April 1pm</p>	Tbc



Flu and Covid Vaccination Uptake 2022/2023

Flu

Eligible - 2281

All given this season here – 1661

All given this season elsewhere – 430

Declined – 192

Covid Booster

Eligible – 1814

All given this Autumn season – 1097

GP PATIENT SURVEY

Results from the 2022 survey

Family Friendly Surgery



Practice details

Family Friendly Surgery

Friendly Family Surgery, Welbeck Road, Bolsover S44 6DE

C81655 Practice code

277 surveys sent out

102 surveys sent back

37% completion rate

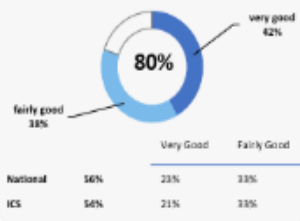
Overall experience

Good overall experience of this GP practice

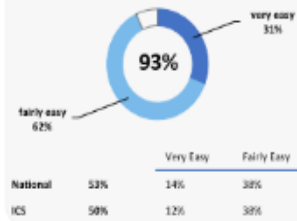


Accessing the practice

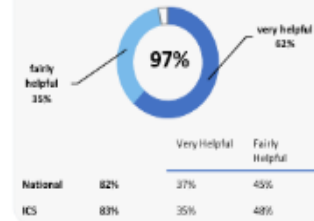
Good overall experience of making an appointment



Easy to get through to this GP practice by phone



Helpfulness of receptionists at this GP practice



Satisfied with the general practice appointment times available



Offered a choice of appointment when last tried to make a general practice appointment



Satisfied with the appointment offered



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Date by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences/practicecode=C81655>



GP PATIENT SURVEY

Results from the 2022 survey

Family Friendly Surgery



Practice details

Family Friendly Surgery

Friendly Family Surgery, Welbeck Road, Bolsover S44 6DE

C81655 Practice code

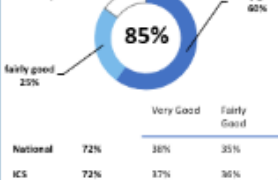
277 surveys sent out

102 surveys sent back

37% completion rate

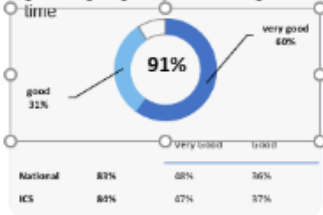
Overall experience

Good overall experience of this GP practice

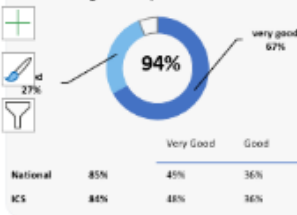


Appointment experience

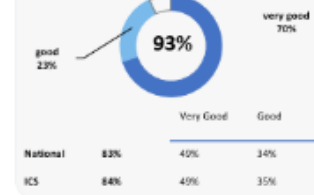
The healthcare professional was good at giving the patient enough time



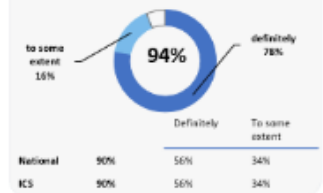
The healthcare professional was good at listening to the patient



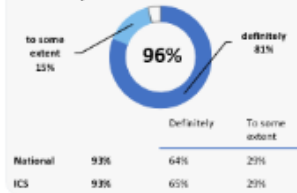
The healthcare professional was good at treating the patient with care and concern



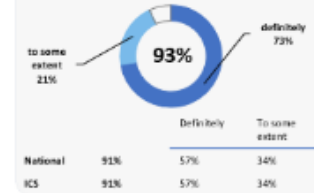
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Date by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences/practicecode=C81655>





PPG Questionnaires for meeting on 8th February 2023

Patient Priorities

What do you think our key priorities should be when it comes to looking at the services we provide to you and others in the practice? As we do not wish to anticipate your response we have left space for you to describe your priorities. Please rank each service in order of importance to you. (1=most important, 6=least important)

Responses

Clinical care 1 6

Opening Times 1 6

Getting an appointment 1 6

Patient Communications

We want our Patient Participation Group to be inclusive and representative of our patient population, and recognise that it can be difficult to attend meetings. We offer a 'Virtual Participation Group' over email and Facebook.

Please advise when the best times are for you to attend meetings to help us plan future meetings:

Responses

Afternoon meetings

Nothing personal, I have had quite my fill of public service

Online Communications

Which online tool would you rather use for a 'Practice Discussion Forum'?

Responses

Email x2

Website:

We use our website www.friendlyfamilysurgery.co.uk to provide information about our services. To help us assess how useful the content is and how easy it is to find please can you comment below on your experience.

Responses

No problem accessing surgeries website

Don't use it

Facebook



We use our Facebook page www.facebook.com/friendlyfamilysurgery to provide information about our services and other health resources and information. Please can you comment below how useful you find this and what things you would like to see more of/less of on our Facebook page?

Responses

I always like or make a comment on the Facebook information page information as I think its a relevant way of giving information to people.

Not on Facebook

Waiting Room Information

Do you have any suggestions for improving the information displayed in our waiting areas, either on our screens, noticeboards or leaflet displays?

Responses

The screen was not working when I last visited the surgery and I always found this to be a good way of communicating information to people while waiting for their appointment?

Noticeboards and leaflets appear okay.

I think the most annoying thing in the waiting rom is the volume of the radio sometimes as when people are feeling poorly the last thing they need is music playing that is too loud and not very appropriate.

No, it's OK by me

Actions – Clinical Care opening times and getting an appointment are high up in priorities for patients.

Afternoon meetings are preferable.

Email is the best online communication

Website is easily accessible

Facebook is a relevant way of giving information to people

The screen is not working (we are unable to use this at present) notice boards and leaflets are ok but the radio is sometimes too loud. Noted and will pass this on to the Manager.