



## PPG Meeting Minutes

**Date and time:** 19<sup>th</sup> April 2023 at 1.00pm

**Location:** Friendly Family Surgery

**Welcome and introductions** – 3 patients in attendance. Thank you for attending.

**Practice update** – Alison opened the meeting with a short practice update. We have sadly said goodbye to two of our receptionists, Jane and Heather. We have welcomed a new receptionist, Claire and we are going to be welcoming another new receptionist, Rebecca in the next few weeks. Training is going well.

**Feedback** – Very good feedback from our PPG regarding our receptionists. Very friendly and helpful and the surgery "does what it says on the tin" we are a friendly family. Our Facebook page is absolutely brilliant. One of our members has recently used our online messaging service and was answered straight away. Doctors are very good and helpful as well. No problems with the service.

**Online access** – Patients can now book on the day appointments online from 8.00am. We are trying to free up phone lines for patients who are unable to use online services, which seems to be working.

**Phone lines** – We discussed the phone lines. Very hard to get through at times but this has hopefully been sorted out. We were very good at keeping patients updated about the new phone system and the problems we were having. Our PPG will keep us updated with feedback on the new phone system.

**Joined up Care Derbyshire Newsletter** – lots of information in the new newsletter which was given to members. This is on our website if you would like to have a look.

**Bolsover Voluntary Service** – We would like to get Amy Tipper from the service to come and do a talk at one of our PPG meetings. Alison will call in to the shop and see if she can talk to her.

**Freedom Project** – Our newest member works for the Freedom Project and we discussed their work. Lots of useful services. Mark North, the founder of the project was invited to 10 Downing Street for an event recognising our community champions and this was hosted by the Prime Minister. More information about this can be found here

[Yesterday, I had the pleasure of... - Mark Fletcher MP | Facebook](#)

**Ashgate Bereavement Group** – Ashgate Hospice are opening a monthly bereavement group at Bolsover Methodist Church. The meetings are the fourth Wednesday of every month 10:00am - 12noon. Drop in or contact Ashgate Hospice Supportive Care Service on 01246



568801 for more information. This will be a huge help to the people of our community. One of our members will bring in a poster for our waiting room.

**Practice Meetings** – One of our PPG members asked if we could discuss services in our area that we are lacking at our next Practice Meeting with the GP's. What patients are coming in for the most to see if we can have a look into this and try and find more services. We will discuss this at our next meeting.

**Bowel Screening** – Our Bowel Screening update is very low at the surgery. We discussed the age group for bowel screening, which is 60-74 years but you can request bowel screening after the age of 74. We could make more people in this age group aware they can do this. Maybe send a text out with the phone number on in case they do want to request one. One of our members asked if we could keep the bowel screening kits in surgery in case a patient wants to collect one if they haven't done it but I am unsure if we can do this. We have fit tests in the surgery for patients who have bowel symptoms.

Although the Guaiac (gFecal Occult Blood Test) and Fecal Immunochemical Test (FIT) are both tests used to help find small amounts of blood in stool, the biggest differences between the two tests is that the FIT: **Is more 'sensitive' to detecting blood in stool than the Guaiac test; Is more specific in finding potential cancer.** If you have symptoms you can request one of these tests from the surgery.

It was suggested that GP's ask patients opportunistically at appointments if they have had their bowel screening and if they have any questions about it, to hopefully increase our uptake. Alison will bring this up at our next Practice Meeting.

It was suggested that we put up a poster for bowel screening with the ages of eligible patients and more information on in the waiting room.

**Physio** – Physio was discussed as we have a lot of patients come in needing this for knee pain and back pain etc. There are a number of available services for physio. We have a clinic across the road, which you can self-refer to by calling the surgery or by attending Welbeck Road Health Centre. We also have Zoom Physio which provide rapid, online treatment for mild musculoskeletal conditions. If you are suffering from aches or pain, you can self-refer to ZoomPhysio without speaking to your GP first. If you're concerned about your symptoms, please contact us first and we will advise on the best course of treatment. You can self-refer to this service using our website. [Physiotherapy Referral | Friendly Family Surgery](#)

We also have a new app, which our patients can use called get u better. The information for this can be found in our waiting room or on our website. We have a number of new physio services available, which is really good.



**Covid Clinic** – Our first covid vaccination of this season was held on Monday. Very good feedback from the PPG. Ran very efficiently. Jeanette (Our nurse who ran the clinic) was very good.

**Missed Appointments** – We discussed our high rate of missed appointments at the surgery. We asked the PPG if we had any ideas on how we could tackle this. It was suggested that we add an alert on patients who frequently miss appointments and remind them when booking how important it is to cancel if they are unable to attend. We could have a script for reception

to inform these patients. Alison will look into doing this. We can also call patients who do not attend to see if there is a reason for them not attending, which will hopefully make them think about cancelling it next time where possible.

**Practice Newsletter** <https://sway.office.com/NtM85t7SloVbBFbU?ref=Link>

Our new Spring Newsletter is now on our website for patients to read. All members were given a copy of this. We welcome new ideas for our quarterly newsletter.

Our next PPG meeting dates are below:

- 7<sup>th</sup> June 1.00pm
- 9<sup>th</sup> August 1.00pm
- 4<sup>th</sup> 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 News section on our website.

[News Archive | Friendly Family Surgery](#)