



PPG Meeting Minutes

Date and time: 10th January 2024 at 1pm

Location: Friendly Family Surgery

Welcome and introductions – 2 patients in attendance - apologies received from 1 patient. Thank you for attending and happy new year to everyone.

Practice update – Alison opened the meeting with a short practice update. We have now taken on Helen as our permanent practice nurse. Craig, our new paramedic is settling in well. Lots of good feedback about nurses and paramedic. The PPG mentioned the surgery is a small surgery and therefore they feel it is more personal and we know our patients.

Phones lines – Problems with phone lines and getting through. We are in the process of trying to sort out our phone system and our Practice Manager is trying to sort this out. In the meantime PPG members will note down times they call and how long it takes to get through.

Telephone call appointments – The PPG have asked if they have a set time for telephone calls. They are booked in for a telephone call and sometimes they wait all day not knowing what time they are going to be called. They said it would be more helpful if they could have an hours time period they will be called or even if it will be morning or afternoon. Alison will take this back to the manager and see if there's anything that we can do.

PCN Digital Lead – Chis gave a talk introducing the PCN (Primary Care Network) and what they do and what his role is. They are a remote team who work from home but also visit the 7 practices. The Practices belonging to North Hardwick and Bolsover PCN are:

- Castle Street Medical Centre
- Craggs Health Care
- Creswell & Langwith Medical Centre
- Emmett Carr Surgery
- Friendly Family Surgery
- Shires Healthcare
- Welbeck Road Health Centre

Chris is the Digital Lead for the PCN. He has been in this post since October. Before this he was a Receptionist, an Assistant Manager (at a surgery in the same PCN) and he has also been a Practice Manager at another surgery, so he has a strong Primary Care background.

Chris' role so far has been utilising software. This includes a system we use called Accurx. This is the system the practices uses to send text messages, links and questionnaires to patients and allows the patient to reply with photos or text. It also allows us to send documents to the patient.

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One of the things Chris has set up is a reminder text message that is sent to the patient reminding them of their appointment.

The patient can also use this text message to cancel their appointment if they need to, which has helped massively with missed appointments. The patient is then sent a post-appointment message requesting feedback from their experience at the surgery. Before this was set up the surgery was receiving 10 'friends and family tests' a month. We are now receiving around 170. This feedback is anonymous and will be brought to the next PPG meeting so we can look through these.

Chris is also helping to set up a new system called Team Net. This started as a HR system and has many uses, such as requesting holidays, organising policies and audits. It is useful for storing all our information together in one system. The practice had little time to set this up originally, so Chris is helping with this.

Chris and the PCN Team are also looking into clinical and non-clinical automatic processes for the practices. One of these processes would be automatic filing of normal test results. When a normal result is received by the practice it will be automatically filed in the patients record and a text message sent advising the patient that their result has come back normal and to contact the surgery if they need any further advice. This will help with the GP's workload enormously. They are also trying to set up a similar process for non-clinical workload. One of these would be letters received from the hospital. These would be automatically filed the patients record and a task sent to the relevant GP. This will also save a lot of time for Reception and Admin staff. We will keep you updated on this.

We feel the PCN is going to develop over the next few years, and we will share the information with patients at future PPG meetings and on our website and Facebook pages. Please add the North Hardwick and Bolsover PCN on Facebook for updates. You can find out more information about the PCN on the attached leaflet.

Benefits and welfare advice – It was brought up at the meeting there is little help in the area for patients who need help with benefits such as attendance allowance. Patients are able to book with Citizen's advice through the surgery but Chris has also kindly offered to look into the Citizens Advice as a whole for the PCN and see if there is anything that can be developed or sent through. We will keep you updated on this.

BrightLife against Loneliness – JG brought this information to the meeting. BrightLife is a local charity for older people dedicated to preventing loneliness and isolation in Chesterfield, Bolsover, and northeast Derbyshire. They provide a Telephone Befriending Service to older people who have little or no human contact. I will attach the details below.

Online Services – A solution to the phone lines being busy at certain times would be getting more patients to use online services. If more patients used online services, this would free up the phone lines for patients with urgent queries and for patients who are unable to use online services. We would like to set up an open day at the surgery, where patients can attend and receive help getting set up to use online services from our admin staff. They can also show patients how to use their online services and deal with any issues they may be having. Chris has also kindly offered to come and help with this so once this has been set up will let all our patients know about it.

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Stop Smoking Campaign – Dr Ray has conducted an audit of 10 patients who have had lung cancer. This audit has highlighted that all of these patients were either current smokers or ex-smokers. Dr Ray wanted a discussion at our PPG meeting to see if anyone had any ideas for a stop smoking campaign at the surgery. This will again be advertised on our facebook page and website. Chris will also look at building an opportunistic protocol across the PCN for GP's when they see patients at appointments. Further information will be sent once this has been looked into.

Actions:

- PPG members will note down times they call and how long it takes to get through.
- Alison will take back to practice the query about telephone appointment and having a set time for these.
- Chris to look into the Citizens Advice as a whole for the PCN and see if there is anything that can be developed or sent through. We will keep you updated on this.
- Alison will organise an online Services open day at the practice.
- Chris will look in to the Lung Cancer Audit that was carried out and potentially share across the other practices so we can look at building an opportunistic protocol on mass.
- Alison will add the BrightLife information to our Facebook and Website.
- Please keep advertising the PPG to patients.



PPG Meeting Pack 10th January 2024

PPG Meeting Agenda

Date and time: 10th January 2024

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">• We have now welcomed Helen as a permanent member of staff. Helen will be our new Practice Nurse. We also have Kath, Jeanette and Julie in our Nursing Team.	

		<ul style="list-style-type: none"> • Our Paramedic, Craig has fitted in very well. Any feedback on our Nurses or paramedic? 	
3.	Chris from North Hardwick and Bolsover PCN	<ul style="list-style-type: none"> • To discuss the PCN 	
4.	Joined Up Care Derbyshire Newsletter	<ul style="list-style-type: none"> • Printed a copy for everyone 	<ul style="list-style-type: none"> • Newsletter » Joined Up Care Derbyshire
5.	Think which service campaign		
5.	Smoking	<ul style="list-style-type: none"> • An audit was carried out of patients who have lung cancer. All the patients who have been diagnosed were current or ex-smokers. Ideas for stop smoking campaign? 	
6.	Friendly Family Surgery Autumn Newsletter	<ul style="list-style-type: none"> • Ideas for our Winter Newsletter? 	Autumn Newsletter Friendly Family Surgery
7.	Social Prescriber	<ul style="list-style-type: none"> • As it is January, I thought we could remind patients of our social prescriber and what they do. 	Information attached below
8.	Patient Survey Questionnaire	<ul style="list-style-type: none"> • Please fill in a questionnaire if you receive one. 	Information attached below
9.	Getting patients online	<ul style="list-style-type: none"> • Open day for getting patients online? 	<ul style="list-style-type: none"> • patient-participation-groups-guide.pdf (england.nhs.uk)
10.	Next meeting dates for next year.	<ul style="list-style-type: none"> • 20th March at 1pm • May 8th at 1pm • July 10th at 1pm • September 11th at 1pm • November 13th at 1pm 	

North Hardwick & Bolsover Primary Care Network

We are a group of 7 GP practices working closely together, aligned to other health and social care staff and organisations, providing integrated services to the local population.



North Hardwick &
Bolsover
Primary Care Network

Our 7 GP Practices include:

- Castle Street Medical Centre
- Craggs Health Care
- Creswell & Langwith Medical Centre
- Emmett Carr Surgery
- Friendly Family Surgery
- Shires Healthcare
- Welbeck Road Health Centre



Find us on Facebook. Search North Hardwick & Bolsover PCN or visit www.facebook.com/people/North-Hardwick-Bolsover-PCN/61553676598914 **Remember** to Like and Follow our Page to stay up-to-date, and feel free to share anything we post on our page to get the word out.



As a PCN, we are continually looking to turn patients' feedback into real improvements in the services we provide. We use it to focus on the things that matter most to patients, carers and their families. We would like to hear from you if you have a suggestion on how we can do things better to improve patients' experiences. We'd also like to hear from you if you are pleased with the service you've received.

Visit the 'Feedback' section of our website.



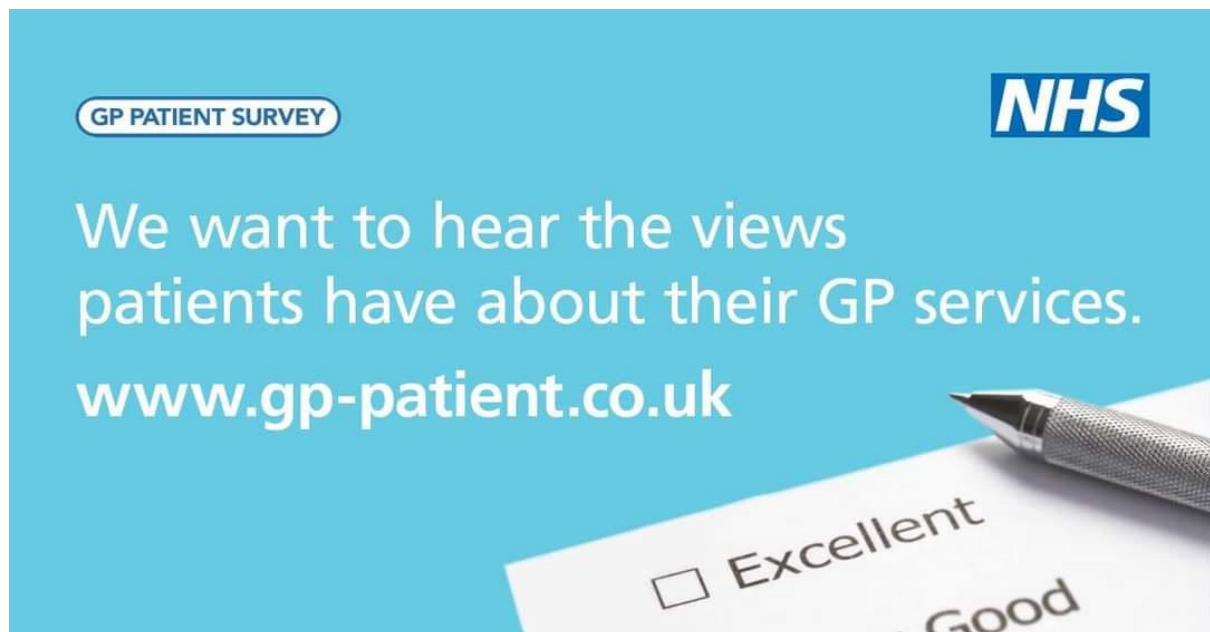
www.northhardwickandbolsoverpcn.gpweb.org.uk

GP Patient Survey Questionnaire

In early January 2024, around 2.4 million randomly selected people registered with GP practices will be invited to answer a GP Patient Survey questionnaire about their experiences. The findings help to show what's working and what needs to improve.

If you receive an invitation, please fill out the questionnaire and have your say so we can deliver the best possible service to patients.

If you need support completing the survey or need it made available in another language or format, visit GP Patient Survey website www.gp-patient.co.uk or call the free helpline number 0800 819 9135.



GP PATIENT SURVEY

NHS

We want to hear the views
patients have about their GP services.
www.gp-patient.co.uk

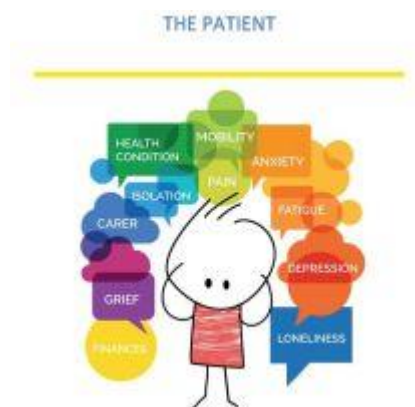
Excellent
Good

Social Prescribing Service

- Service Category:

[Social Prescribing](#)

- Available Locations:
- [Friendly Family Surgery](#)
- [Castle Street Medical Centre](#)
- [Craggs Health Care - Creswell Surgery](#)
- [Craggs Health Care - Whitwell Surgery](#)
- [Creswell Medical Centre](#)
- [Eckington Health Centre](#)
- [Emmett Carr GP Partnership - Emmett Carr Surgery](#)
- [Langwith Medical Centre](#)
- [Shires Healthcare](#)
- [Shires Healthcare - Church Warsop Branch](#)
- [Welbeck Road Surgery](#)
- [Welbeck Road Surgery Branch Site - The Surgery Glapwell](#)



For many people, circumstances beyond the purely medical give rise to additional worries, issues and needs. Social Prescribing involves giving people the time to focus on 'what matters to me' and takes a holistic approach to their health and wellbeing by offering help to access community groups and statutory services for practical and emotional support, helping to improve their health, wellbeing and social welfare.

Social Prescribing is a free holistic support service available to all patients 18yrs+, that aims to improve health and wellbeing in a person centred way. Your Social Prescribing Link Worker will help you to explore and plan a pathway to help you lead a healthier lifestyle. We will help build confidence and motivation, promote behaviour change and set agreed goals to keep you on track.

We provide support for:

- Social Isolation
- Emotional Wellbeing

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- Lifestyle (Diet & Exercise)
- Stopping Smoking
- Reducing Alcohol
- Diabetes Control
- Long Term Health Conditions
- Social and Environmental Support

One small lifestyle change could have major benefits to your physical and mental health. If you would like support from our service just pop along to your GP surgery and ask any member of staff to make a referral for you.

You can contact the social prescribing team by email on ddccg.socialprescribingnhbpcn@nhs.net.

Young Person's Social Prescribing Service

- Service Category:

Social Prescribing

- Available Locations:
 - Friendly Family Surgery
 - Castle Street Medical Centre
 - Craggs Health Care - Creswell Surgery
 - Craggs Health Care - Whitwell Surgery
 - Creswell Medical Centre
 - Eckington Health Centre
 - Emmett Carr GP Partnership - Emmett Carr Surgery
 - Langwith Medical Centre
 - Shires Healthcare
 - Shires Healthcare - Church Warsop Branch
 - Welbeck Road Surgery
 - Welbeck Road Surgery Branch Site - The Surgery Glapwell



This service is provided by a team of social prescribing link workers working for Chesterfield Football Club Community Trust.

They provide person-centred support to young people living in the Chesterfield, Bolsover and North Hardwick areas, who display behaviour that indicates they may:

- be socially isolated and lack social connections in the wider community
- have mild/moderate emerging mental health needs, such as anxiety or low mood
- have a high BMI and could benefit from support with managing their weight
- be at risk of permanent exclusion or NEET (not in employment, education, or training)

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What they do

They offer a light touch, short term support with the intention of connecting young people with their communities. Their aim as link workers is to help young people to feel better about themselves and their lives. They work closely with young people to discover their concerns and worries, but also the things they enjoy, the things they value and the things that matter to them. With a non-judgemental, solution focused approach, they support young people to grow in confidence and independence.

Through changing their mindset and behaviour, we can help them overcome personal barriers, to become more motivated and grow in confidence, supporting them to:

- take part in activities
- find out about volunteering opportunities
- join a community group or class
- investigate paths in education or training
- learn about finance and budgeting
- feel confident using public transport

The service is available to 14-18 year-olds (or up to aged 25 with an EHCP) in our PCN.

The Young Persons Social Prescriber will be:

- A 'people person' able to communicate effectively and build rapport with children and young people
- Able to listen, empathise and give person-centred support in a non-judgemental way
- Able to provide support in a way that engenders trust, confidence and enthusiasm

How do I access the service?

To access the Young Persons Social Prescribing service, or make a referral, please [click here](#).



For more information about social prescribing please contact them on socialprescribing@spireitetrust.org.uk or click [here](#) to download their service leaflet. You can also visit the Spireitetrust website by [clicking here](#).

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[Services | BrightLife Charity](#)



Jackie Burdett, left, volunteered her time after reading about its work in Su Bolover's sister magazine. Twice, she is pictured here with long-serving volunteer Su Chapp

The three volunteers, all from the Chesterfield area, each dedicate one morning a week to the charity work. Telephone calls are made four mornings a week from BrightLife's offices looking out on its lovely Queen's Park, in the town.

Chief Officer, Ann Monk, said: "On average we have three volunteers working each morning, making 90 calls a week - over 4,000 per year.

"Our volunteers work between Christmas and New Year to ensure that older people, who do not have or see family over the festive period, receive a call.

"They are a terrific team and we are really lucky."

With demand for the service increasing, more volunteers are desperately needed.

"The service is partly funded by the Rotherham County Council with additional funding from the Lottery Community Fund Awards for All.

Referrals are received from individuals, family members, GPs, Social Prescribers and Health professionals. All conversations are conducted in private.

Ann added: "We are a very friendly bunch and we would love to meet new volunteers."

For more information about BrightLife, ring Ann on 01246 273333.



BrightLife against Loneliness Awards
March 16th, 2024



Venue: SMH Group Stadium, Chesterfield

The BrightLife Champions Against Loneliness Awards is an awards evening and charitable fundraising event designed to acknowledge and celebrate those members of society - members of the public, businesses and charities - who have gone above and beyond in their actions to ensure that loneliness and isolation need not occur amongst older people living in Chesterfield, Bolsover and NE Derbyshire.

Not on the success of last year's inaugural event, the 2024 BrightLife Champions Against Loneliness Awards promises to be even bigger and better! To be held in March at Chesterfield FC's SMH Group Stadium, it will deliver more award categories, and more deserving people and organisations being crowned Champions Against Loneliness.

2024 Award Categories

- ✦ Champion
- ✦ Champion Young Person
- ✦ Champion Volunteer
- ✦ Champion Carer
- ✦ Champion Business
- ✦ Champion Neighbour
- ✦ Champion Charity
- ✦ 8th award category to be confirmed

For details of how to make your nomination and to learn about event sponsorship opportunities, call 01246 273333 or email chestrightlife.charity

