



Littlefield Surgery
Patient Participant Group (PPG)
Held on 20th August 2024
at Freshney Green Primary Care Centre.

See separate attendance sheet.

VP welcome everyone to the meeting.

Staff and patients present took it in turns to introduce themselves.

PCN Counselling Service

Wendy provided update on services that is provided by our inhouse counselling service team, how they work and how a referral can be made into the service. The counselling team is made up of 5 counsellors and student counsellors. Only registered patients from our PCN can be referred to the service.

A referral into the service can be done via the GP and the patient will be contacted by the service within 2-3days to discuss the support options available. The service provided is a one-to-one support service, no group work.

The wellbeing programme has been designed for patients who need low level intervention and support with low mood, anxiety, general wellbeing and self-care. This is a group programme, where share tools and techniques are shared to assist you to improve your overall wellbeing.

Mental Health week is held in October, Wendy is going to be hosting an event on 16th October 2024, 10am – 2pm. This will be a marketplace with different mental health and wellbeing services from the local area available for patients to talk to and discuss what help and support is available to them. This will be held on the ground floor at Freshney Green. This event will be advertised throughout the building, on social media and practice websites. Emails will be sent to all PPG members.

Patient offered to share the event with other local groups she attended.

Patient suggested about a buddying system, completing a referral through someone else. Discussed how this may be difficult due to confidentiality and data agreements, but Wendy will look into the possibility of this.

Patient raised questions about discussion at previous meeting in relation to men's mental health. We do not have specific clinics for men's mental health but posters available offering support and services. Local services for men's health will be attending the marketplace event in October.



PCN Social Prescriber

Ebony, our PCN social prescribing explained how a social prescriber role works, services available and the benefits of signposting.

A social prescriber can assist you with any unmet needs by the method of signposting to other services in the area. You can self-refer or request to be referred by a health care professional. Ebony would then contact you to identify what matters to you and make you aware of all the options available.

Areas social prescribing can help with are debt, benefits and financial issues, housing, mental and emotional wellbeing, social inclusion, accessing community services and activities, voluntary services, weight management, substance misuse and managing long term health conditions.

Veteran Friendly Practice

LM explained that Littlefield is now accredited for Veteran Friendly Practice and what the practice put in place for this. This means, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health condition and veteran specific health services.

It is a simple voluntary online process for the practice and accredited practices are required to:

- Nominate a clinical lead – Dr Joe Bjorndal
- Requires minimal training
- No additional work for the practice
- Include it on our new patient registration forms
- Use the correct system coding on our patient records
- Maintain CQC “positive accreditation

We encourage all patients who are ex-forces to let the practice know, to enable us to provide the best possible care. Veterans include anyone who has served for at least one day in the armed Forces. The majority serve for over 10 years.

Veterans are treated as a special group because the Armed Forces is different from other occupations and the risk of serious injury is substantially increased. More than half of veterans have a long-term illness or disability. Mental health problems including PTSD, are more common in veterans and a high proportion of musculoskeletal (MSK) problems and hearing problems amongst veterans

GP Patient Survey Results

LM presented Patient Survey Results. The practice is not involved in this survey, it is sent out by NHS England.

VP explained how Littlefield surgery have remained in the top 100 practices nationally.



All results are above 95%.

The practice website is currently being redesigned and updated and should be ready to publish within the next month. We will inform patients of this.

Practice Updates

A non-attendance policy has been implemented for the practice since June 2024. This policy aims to reduce the number of DNA's and share the different systems on how to cancel appointments.

Littlefield has 2 new GP Registrars who started last week.

Dr Amreen has now finished her placement.

Dr Hameed is staying until December.

2 new Dutch students starting in September and will stay for around 6 weeks.

HYMS Year 5 Students starting in September.

Dr Chauhan and Dr Zoon are reducing hours and will not be working on a Monday.

Dr Dukes will not be working a Thursday or Friday.

Vicki, practice manger will be reducing her hours from October.

New receptionists working well with the team, Casie and Sarah.

Open Discussion

Patient raised question about Dr Collett's working hours. Confirmed works Monday and Tuesday seeing patients.

Patient raised concern about Monkeypox. Vicki confirmed lack of information at the moment, always be cautious.

Communication with patients – a patient shared the idea of recording information after appointments to share with patients as sometimes information can be mis heard or too much to remember. Agreed to discuss at the practice meeting.

GP Strikes – Vicki confirmed that the GPs will not be striking to not seeing patients but there may be services that are reduced. Discussion around concerns for reduced services.

Close

LM thanked all for attending.

The next PPG meeting will be held in November.

Details of the meeting will be sent round and advertised on all our platforms.