



Littlefield Surgery  
Patient Participant Group (PPG)  
Held on Tuesday 26<sup>th</sup> November  
at Freshney Green Primary Care Centre.

LM welcome everyone to the meeting.  
Everybody presents took it in turns to introduce themselves.

### **Department of working Pensions: Patient Advice Service**

As a Disability Employment Advisor, Helen can support patients who are either employed or unemployed, with health conditions and disabilities to support a return to work or prevent patients from coming out of work. Patient Advice Service is a programme of support integrating an advisor from the Jobcentre into GP surgeries and other healthcare settings. The DWP can help patients find a route back to work: help with CVs, advice on training & computer skills or as an advocate to liaise with their employer. It provides a safe, familiar environment for patients to discuss concerns around work, while signposting and referring to other suitable services such as social prescribing or mental health services, if required.

This service is available for all patients registered with Woodfield Medical and Littlefield Surgery, and clinics are held at Freshney Green PCC each Thursday. Appointments are face to face and telephone.

### **Frailty Awareness**

The ICB has asked for support from GP practices and patient participant groups to help raise awareness of Frailty.

LM presented a power point presentation on Frailty Awareness, highlighting what Frailty is, the signs of frailty and how patients can live well with frailty.

Slides attached.

The presentation opened a discussion within the group.

Patients discuss how there isn't enough awareness out there to teach others.

- If any patients or relatives have any concerns of Frailty, they can contact their GP.
- GP will be able to assess and provide appropriate care.
- GP can signpost a patient a suitable service depending on the patient need. For example, our social prescribing can help with social exclusion, confidence and the fall team.



## **New Practice Website**

LM presented on the practice new website, which will be going live within the next few weeks. LM demonstrated how the website has been redesigned and updated to help patients to navigate through the site easier finding the correct information they need.

The new website had to be suitable for a reading age of 12 years and above.

One patient asked if this is the same as patient access.

The practice website is for information only. A place where patients can visit on the internet to find out information on the practice, how to contact the team, details on the services and clinics we provide.

A link to patient access is available from the website. Patient access is a separate application which displays a patient's personal medical information.

## **Practice Updates**

- Foundation Year 2 student starting at the practice next week, 4<sup>th</sup> December.
- Our next set of Dutch students should be in March.
- A new receptionist, Bryony, starting this week.

Patient asked why the answer phone message when you contact the practice says you can no longer see your GP.

*Due to the doctors changing the way they work and their working hours, it is not always possible for a patient to see the doctor they prefer as it may not be their working day.*

Patient asked who do you speak to if you notice something is incorrect on your medical notes.

*You can speak to a clinician when you come into the practice. Or you can contact the practice who will pass your details onto the patient liaison team. The team will discuss it with those involved on your behalf and update you with an outcome.*

Patient asked if it was too late to get a flu vaccination at the practice.

*Yes, the practice doesn't have any more stock of flu vaccinations. Patients would need to go to the pharmacy.*

## **Christmas market**

Freshney Green Christmas market is next Friday 6<sup>th</sup> December, 10am – 4pm in the main entrance of Freshney Green Primary Care Centre. All patients and the public are welcome. We have a variety of 15 stalls booked by local businesses and crafters.

## **Close**

LM thanked all for attending.

The next PPG meeting will be held in March 2025.

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