

## PPG Meeting Minutes

**Date and time:** 10<sup>th</sup> January 2024 at 1pm

**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. Dr Otesile will sadly be leaving us in the next few weeks. We have a new Locum GP working for us, Dr Okoroh. Dr Sefen will also be working as a Locum for us on Thursdays. We have now welcomed Kelly back into the reception team and Beth has sadly left us for a while on leave. We have a new receptionist, Hailey who has recently started with us.

**Pharmacy First** – Pharmacy First is a new service where patients can be seen for the 7 conditions listed below:

Clinical pathway	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

For the 7 common conditions, pharmacists will follow a robust clinical pathway which includes self care and safety-netting advice and, only if appropriate, supplying a restricted set of prescription only medicines without the need to visit a GP.

These clinical pathways have been developed with input from various experts including practising GPs, pharmacists, and antimicrobial resistance specialists as well as representatives from national organisations such as the National Institute for Health and Care Excellence (NICE) and UK Health Security Agency. This ensures that the steps we take together match the



care patients would receive in general practice and follow the latest national guidelines.

Pharmacies have private consultation rooms that can be used for consultations with patients, and pharmacists can see patients for clinical services without always needing an appointment.

Every pharmacist trains for 5 years in the use of medicines and managing minor illnesses, so they are well equipped to provide health and wellbeing advice to help people stay well. They are also experienced in spotting warning signs, otherwise known as red flag symptoms, which may warrant a referral to another healthcare provider.

After a consultation with the pharmacist, the pharmacy will send a notification to the patient's GP on the same day or on the following working day.

**Pharmacy First Feedback** – We will be grateful for any feedback from patients about this service.

**Social Prescribing** – Discussion about Social Prescriber. We have a Young Social Prescriber for 14-18 year-olds (or up to aged 25 with an EHCP) in our PCN. We also have a Social Prescriber for adults who provide support for:

- Social Isolation
- Emotional Wellbeing
- Lifestyle (Diet & Exercise)
- Stopping Smoking
- Reducing Alcohol
- Diabetes Control
- Long Term Health Conditions

More information can be found below about our Social Prescribers.

Discussion regarding low uptake of our Young Social Prescriber and how we could get more patients interested. Referrals can be made from schools. GP's to refer anyone they think would benefit from this service. Another text will be sent out advertising this and we will also add it to our Facebook page and website.

**Bereavement Support Group** – Discussion regarding a new Bereavement Support Group, which is held on the 4<sup>th</sup> Wednesday of every month 10am – 12 noon at Bolsover Methodist Church. The poster for this is in the meeting pack below.

**Freedom Project** – The Freedom Project provide a great deal of support for our community. Bolsover is a deprived area, and this service is very much needed. A member of our PPG used to work for the Freedom Project, so it was very helpful to hear about the work they do and the different projects they have got running.

The Freedom Project is a charity that can help with benefits advice, debt advice, housing support, mental health, food parcels, homelessness and loneliness (organising trips, 'who let the dads out' group for dads etc) They also hold an annual fun day, which is now held in Carrvale. This is a fun day where everything is free including drinks,

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)



activities, ice creams etc. They also provide free school uniforms and presents for children at Christmas that would otherwise not having anything on Christmas morning.

More information about the Freedom Project can be found on their website [Freedom, supporting, connecting, empowering](#)

We will continue to keep advertising their work on our website and Facebook page.

**Actions:**

- Continue advertising Social Prescribing on Facebook and Practice Website.
- Continue advertising The Freedom Project and local groups and support available.
- PPG to provide feedback on Pharmacy First service.
- Please keep advertising the PPG to patients.



## PPG Meeting Agenda

**Date and time: 23<sup>rd</sup> April 2024 2.00pm**

**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"><li>• Thank you to everyone for attending.</li></ul>	
2	Practice Update	<ul style="list-style-type: none"><li>• New Locum GP Dr Janet Okoroh</li><li>• New Receptionist Hailey</li><li>• Dr Otesile will be sadly leaving us in May</li><li>• Dr Sefen will be doing more locum work for us.</li><li>• Our Receptionist Beth has recently left us for maternity leave.</li></ul>	
3.	Pharmacy First	<ul style="list-style-type: none"><li>• Discuss</li></ul>	
4.	Joined Up Care Derbyshire Newsletter	<ul style="list-style-type: none"><li>• Printed a copy for everyone</li></ul>	<a href="#">JUCD-Newsletter-April-2024.pdf</a>
5.	Any feedback to discuss?		
5.	Kath from Healthwatch Derbyshire on Teams		

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)



# **BEREAVEMENT SUPPORT**

**Ashgate Hospice are  
providing bereavement  
support at**

**BOLSOVER METHODIST  
CHURCH**

**on the**

**4<sup>th</sup> Wednesday of every month**

**10am – 12noon**

**Drop in or call Ashgate Hospice Supportive  
Care Service**

**on**

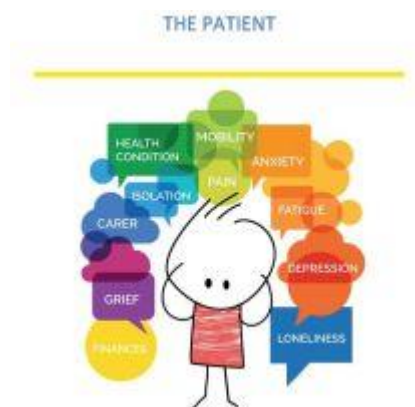
**01246 568801**

# 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

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)



- 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](mailto: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)

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)



## 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](mailto:socialprescribing@spireitetrust.org.uk) or click [here](#) to download their service leaflet. You can also visit the Spireitetrust website by [clicking here](#).

# Presentation from Kath from Healthwatch Derbyshire

Please take the time to look through these slides from the presentation we had from Healthwatch Derbyshire. They are grateful for any feedback from public and professionals about what you feel needs to change, to improve health and social care services.



About HWD - PPG  
2024.pdf

Healthwatch Derbyshire want your reviews on the children's flu vaccination. You can share your opinions here:



A4 Flu Vaccine  
poster 220224 IC V3.

Healthwatch Derbyshire website:

[Volunteer with Healthwatch Derbyshire — Healthwatch Derbyshire](#)

Sign up to their e-bulletin's here:

[Healthwatch Derbyshire \(list-manage.com\)](#)

Next meeting date

- May 22nd at 1pm

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)