

## PPG Meeting Wednesday 3<sup>rd</sup> April 2024

### Discussion

- **Caren Godsell (Health & Wellbeing Officer)**
  - Caren works alongside 3 other GP Surgeries, looking at different programmes to support physical movement.
  - Caren came to the PPG meeting to discuss 'Lets move more'. Patients do not need a GP referral to access this services as this can be accessed by self referral.
  - To refer to the service, patients will be asked to complete a questionnaire which goes through all risk factors. Patients will then be signposted to the most appropriate activity i.e. guided walking, the leisure centre, couch to 5K etc...
  - The aim of the service isn't to replace GP appointments, it is to support patients to increase their physical movement without needed to go through the process of a referral by the GP.
  - Caren suggested if the practice was to have a large demand of patients who are wanting to increase their physical movement, group sessions can be arranged.
  - The correct support is given in a safe way, provided by Physical Medical Professionals.
  - Caren mentioned a couple of groups that are active at the moment.
    - Nordic walking at Sense Valley – Monday's 17:30
    - Ibstock gym hold sessions every Wednesday 12pm, for all exercise referrals. The session is hosted by a Specialist instructor.

- Caren spoke about an Active Menopause Programme, this includes 10 sessions for patients who are going through Menopause/Perimenopause. The programme is to encourage patients to be a bit more active, prevent any Health Conditions and to support with Mental Health.
  - If patients do not have a phone and would like to enquire, an email can be sent to the following: [info@active-together.org](mailto:info@active-together.org).
  - The practice also have the link set up on a pre-set Text Message for patients who are wanting to enquire about the service.
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- **Active Practice**
    - Diane announced the Ibstock & Barlestone Surgeries is officially an Active Practice.
    - The support from both Caren + Georgia (from Active Together) has helped to achieve becoming an active practice.
    - The surgery has held a Thai-chai relaxation class for staff.
    - Eddie has been signposting patients via eConsult.
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- **LLR Survey Results**
    - Ibstock & Barlestone has had the largest response within the PCN (Primary Care Network).
    - The practice was placed the highest in the PCN for Improvement, this is across LLR.
    - The practice has received a lot of positive responses.
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- **eConsult**
    - Emma discussed with all PPG members that we aim to campaign eConsult throughout the month.

- The practice started to roll out eConsult last summer, however we are wanting to push the use of eConsult a bit more for patients who do have the access to using online.
  - Emma went through the eConsult presentation, comparing our old model with the new.
  - The practice aims for the usage of eConsult to increase, this will then release the pressure from the telephone and to support patients who aren't able to use online services or are needing urgent assistance, to be able to get through to the surgery.
  - eConsult can be accessed by the website or via the NHS app.
  - PPG members were asked if they would be happy to join in campaigning to encourage more patients to use eConsult.
  - PPG members were also asked if they would be happy to raise money for Ipads, they will then be used at both surgeries to encourage and support patients in the surgery with using eConsult.
    - PPG agreed and advised that they will explore fundraising ideas.
- **AOB**
- It had been feedback to a PPG member that the radio seemed quite loud and the lighting seemed quite bright.
    - If the radio is too quiet, patients in the waiting area can hear consultations.
    - If patients are struggling with the radio or lighting, patients can speak to reception and an alternative room can be used.
    - Alternative music will also be explored, i.e. soothing music rather than the radio.



Ibstock &  
Barlestone  
Surgeries

Traditional Values, Modern Healthcare

The next PPG meeting will be held:

Wednesday 29<sup>TH</sup> May 2024 18:00.