



Woodfield Medical Centre
Patient Participant Group (PPG)
Held on Wednesday 27th November
At Freshney Green Primary Care Centre

Present

Joanne (JP)
Frankie (FT)

See separate attendance sheet.

JP welcome everyone to the meeting.
All Staff 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.

Patient feedback – Service seems good & appears to help people.

Patient questions:

Does Helen include carer support/help? Helen responded that she is looking at working with the carer service.

Jobs are now being posted on social media, does the job centre use this? Jobs get sent to the Job centre and then they are distributed to the appropriate service user based on skills etc.

Is there a service/team that helps people apply for the jobs/benefits/assessment forms? Job centre/Centre 4 can help people complete all the above on site.

How can we get people off benefits when they don't want to work? This is out of Helens remit, but this is the long-standing battle and the DWP have staff that specialise in certain areas such as carers, veterans, abuse victims, and they are there to support and encourage and hopefully get people back into work.

Is there an age limit for who Helen will see? 18 to state pension age.



Is there age discrimination when apply for jobs? Businesses would never admit to this, but within the DWP there is a specialist team for service users aged 50+.

Frailty Awareness

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

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

The presentation opened a discussion within the PPG group.

Patients discussed 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.

General discussion

Around local services that the public aren't aware of such as falls clinic etc. FT advised if a patient to call our reception team would care navigate and signpost accordingly. However, most services are available by calling single point of access on 01472 256256. FT advised that if patients follow our Facebook page, we post regular practice updates and share information about local services that are available.

Members of the PPG suggested that not all of the elderly use social media and it would be helpful to promote awareness of local service in a paper format, it was agreed the practice could highlight local service on our newsletters each quarter as well as Facebook.

General discussion about the different computer systems that are used across the NHS, and that everything isn't shared on one system for everyone to see.

Discussed the difference between routine prebooked appointments and acute on the day appointments. FT encourages patients to be honest to the reception team so they can signpost/book with the appropriate clinician. FT advised the reception team use a care navigation toolkit that was created by our GPs to ensure patients are getting the correct care they need.

Patient asked how early prescriptions can be ordered. Advised the GP allowed up to a week in advance.

Close

JP 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.