**Notes from First ‘Friends of Spring Hill Practice’ meeting**

Date: Wednesday 29th June 2022

Present: AP, ABA, MW, CR, Dr KB, YB, PN, SH

**What is the group for?**

* PPG (Patient Participation Group) renamed to Friends of Spring Hill
* Work collaboratively with the practice
* Ideas from you
* Changes run by the members/patients before implemented
* Co-producing ideas

Aim: patients feel they belong to the practice; surgery belongs to the patients.

Research on how to make this group work well, based on a good practice guide:

* Representative of the local community
* Maximum of 10 core group members
* At least 4 meetings per year – but can be much more active than that.
* Roles: Patient Chair and Patient Secretary
* Important to share personal experience, but also be able to step back and see the wider context

Experience from former PPG member: Cheryl

* Involved since Oldhill Street days
* Meeting space to express things
* Minutes and actions
* Measurable actions
* Feedback on minutes
* Involved NHS England when moving buildings
* Achieved quite a lot of things
* Important to achieve actions, for example: Pushed for a new telephone system – it has been changed, or staff training, and different roles

Questions and points raised around:

* The new building on Belfast Road (building work starts in August 2022)
* Interface with other services
* Services useful for different patient groups
* Connections with older people's services

**Update from GPs:**

* Social prescriber/ wellbeing coach/ wellbeing practitioner/ PA (new role)
* 3 GPs on maternity leave
* Big challenge of recruitment nationally – shortage of GPs
* Mixed model approach to appointments: Face-to-face appointments/Telephone appointments
* Building:
  + Start to build in August
  + From scratch
  + More space
  + Meeting space

**PCN update:**

* Collaborating with other surgeries in the locality (Cranwich Rd Surgery and Stamford Hill Group Practice)
* Help improve population health
* ARRS roles
* Paramedic
* Focus on health inequalities
* There is a PCN level PPG (Patient Participation Group)
* How many days ARRS role per surgery: 2/2/1

Actions:

* ARRS roles and when in surgery – information in waiting areas and website

**Patient Voice – these were the ideas added by staff and patients at the meeting:**

* Communication of the changes and what’s on offer (newsletter)
* Access to the practice: Online access, online consultation, and trying to get appointments
* Access and patient partner (ability to book appointments via phone key)
* Equality of access
  + Information held in the patient’s record about disability and needs
  + Access to buildings (LED pathways)
  + Written information to address disability needs
  + Announcement on the bus about the stop for surgery
* Informing patients of new services/ staff
* Community consultation/ feedback on service post-pandemic
* Online access:
  + Book appointments
  + Finding things on the website
  + Submit info – nothing happens
* Access: Equitable; Local champions within community; Active engagement
* Communicating with patients (including website)
* New building
* Links with agencies:
  + Social services
  + Housing
  + Children’s services
  + Voluntary sector
* Improve website