

PPG Meeting – 18.07.2025 12pm

Attendees A Castle Practice Manager, A Whitehead Admin and K Kirkman Social Prescriber

Members- MT, AT, HB,YW,JH,TA, JW , SW

Amanda welcomed everyone including the two members who have joined us and our guest our Social Prescriber.

KK- Introduced herself as the social prescriber who is attached to Highwoods Surgery and other surgeries in the PCN. Her job is to deal with anything that is not medical, for an example getting people into groups and getting people the support they need.

We do offer different days where we put on winter hubs, where we offer people Tea & Coffee and just a space for people to come and engage.

We do have an event coming up which is called the Connection Café which is for people with Low Level Mental health- this could be lack of motivation, anxiety.

YW- What is meant my Low-Level Mental Health?

KK- People who may suffer with anxiety or may be lonely and need some support or someone to talk to.

YW- I know of someone who has been diagnosed with dementia and needs a friend is this something you could help with?

KK- Yes, I can help and support people who have been diagnosed with dementia. I can get in touch with groups who offer support with dementia for relatives and the person them self.

HB- How are you measuring the impact on the patients and the surgery.

KK- I do not personally measure, however the PCN do and they pass the information onto the ICB.

HB- I attend chair yoga once a week at the community centre in Highwoods, I wonder if this is something you may like to suggest to people as I find this is very beneficial to do for myself.

AC- If you bring in a poster we can have a look and see if we can put it up in our waiting rooms.

TA & HB- I think maybe changing Low Level Mental Health, to just any challenges you are facing.

JW- As not everyone will find Low Level Mental Health inviting it is about finding a balance.

JW- Also with the connection café, I do think it is a bit far for people to travel to Stanway? Maybe it could be closer.

KK- It is based in Stanway, as the last couple of Winter Hubs have been in Highwoods, Due to having 5 Surgeries and one of them being Winstree which is closer to Stanway. We have to as a PCN share around the locations, not just stick to one.

JW- I am interested on the Connection Café Leaflet about the art.

KK- The Art Rural Training- offers skills for employability and of course art too.

KK- I am always happy to help support people and set up new groups.

SW- How do we refer to you?

AW- If you speak to a member of reception staff, they will send a task to the social prescribing group. Then KK will then be in contact via call to arrange to meet you.

AC- Any other questions anyone else has?

HB- Are you still caretaking Bluebell? Are you going to merge.

AC- Yes, we are still caretaking for Bluebell at present. Hoping to merge but still in discussions with the ICB ect.

TA & HB- Do you have enough staff to manage that? And the expectations?

TA- Are you going to be hiring?

AC- We do have enough staff to facilitate both sites. We also have 2 medical students that recently started with us who will be supporting admin over the next 5 years whilst doing the Doctor training at University. One of the medical students will be based at Bluebell and one at Highwoods.

HB- Do you have any Physician Associates?

AC- No we do not at the moment.

JW- I have a question for KK, I volunteer at the local Foodbank. We are concerned about a small group of people, I was wondering if they needed to be registered at a surgery to get in contact with you. As I feel they could benefit from some support.

KK- Each surgery has a social prescriber, they would need to be registered at a surgery in order to get the support.

AC- We are taking on new patients here in catchment area, if they are not able to get into another local surgery.

KK- I have been speaking to my team about going to the local foodbank and advertising there. We are just checking at the moment whether this would be possible or not.

YW- How do you manage the expectations as there is a lot of need for your service you offer?

KK- I do make patients aware that my support is not a forever service. I also do advise how I am able to refer on for further support if required.

TA- How do you document your work?

KK- It is all documented on the patients GP records.

SW- How do you keep on top of all the new groups?

KK – In my spare time I am always looking, including checking Facebook as they are always advertising on there new groups that are happening.

KK- We also do have a gardening project which will be happening in the next few months. It will include maintenance of the beds and just bringing people together.

AC- We also do support the local foodbank at Highwoods surgery the staff donate items and our Nurse Practitioner DO- will take the items to the foodbank

JH- Have you contacted local garden centres for support and guidance, maybe like Beth Chatto's.

Very informative meeting with our social prescriber.

Meeting ended 1pm – next Sept 25 date to be confirmed.

