Hawthorns Medical Centre

Patient Participation Group Event

Friday 15th November 2018

At 1.30



Find out if you could be better

Come and chat and enjoy light refreshments



Are you Well and Living Safely?



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Find out if you could be better



Safety advice

Information on local neighbourhood clubs & groups for support

Come along and meet our professionals



What was the determination of the event?

PPG organised an event for Elderly care emphasizes the social and personal requirements of senior citizens who need some assistance with daily activities and health care, who desire to age with dignity. The group wanted the patients to come and become conscious of the services available The event was a good success.



Designed to meet the local service providers

- Understand where to go for prevention and help with long-term conditions, acute care, intermediate care and end-of-life care in separate plans and pathways.
- Learn about the in-house services at the practice
- Explore what good care for older people looks like and how we can get care from, different local community services provider,

Who joined us?

- **Fire Safety- local firemen/women** Safety Tips For Seniors
- **Social Welfare – Support worker** Arranging social care
- **Buds – Dementia services** improving quality of life for people experiencing Dementia, their family and carers living in the Borough Sandwell
- **iCare** managing adults with long term conditions regardless of their diagnosis, location or age.
- **Thai Chi – Steve Fuller** help people aged 65 and over to reduce stress, improve posture, balance and general mobility, and increase muscle strength in the legs.
- **Brasshouse Community Centre** offering ranges of services/activities from a holiday club for children through to professional theatre productions brining arts into the heart of our community
- **Cancer – Bowel/Breast/Cervical** Co-ordinator to promote prevention and encourage patients to go for screening , cancer diagnosis
- NR,NT,JF Our PPG group provided the lovely homemade cakes with teas and coffees.



The Sharing and Learning

- **Staff** help an organization fulfil its mission and meet their own ideas, skill, and efforts towards solving and making decisions. Bring the team together
- **Patients** Being heard, can give the feeling of importance and value. The sharing experience becomes more fun, and PPG are eager to learn more and work towards another event, they also received new names to become members for their group, therefore combined culture confidence can help shy and lonely patients express themselves more.
- **learning for all Learning and sharing was good for all** mental health, for self-esteem. Just bring something small can affect your emotions and sense of well-being, it can also be a great way to boost your self-esteem.



THE END RESULT

The comments from the patient were very positive, here are some of the comment passed on to the practice

- Everyone is so friendly and reassuring! Very calming atmosphere and the surgery itself is so clean and shiny! Quick response times for appointment too! amazing - best cup of tea ever! Thank you."
- “Every person I have come in contact with has been pleasant and professional. There is an air of calmness and purpose in the atmosphere."
- "As soon as I walked through the front door until I left it was a pleasure. All the staff are very efficient and friendly. A happy experience all round. Thank you to everyone."
- When is the next event let me know!!!
- Thank you

