

Forest Medical Group
Patient Participation Group



FOREST MEDICAL GROUP

Minutes of the meeting held on 1st December 2021

	Item	Issue	Action
1.	Attendance and Apologies	<p>In attendance: Paul Linnett (Vice Chair), Ken Cowen, Mike Greenwood & Linda Greenwood, Janet Cave, Ros Gould, Simon Martin, Wendy Brooks & Denise Hawkins</p> <p>Apologies: Hasmita Lad (Chair), Hiten Leheru & Tony Norris</p>	Request for all who are part of other PPG to attend or send apologies. The full list of members has recently been sent out and ratified.
2.	Review of mins & actions	<p>JL to provide an update on the release of the report once the CCG board meeting has taken place.</p> <p>Update on why the consultation was only 30 days</p>	<p>A digital link to the outcome letter was sent out on the 24th November 2021. Hard copies were sent to all patients that did not have a mobile number.</p> <p>The report for the CCG was also uploaded to the practice website.</p> <p>This was the agreed timeline with the CCG, coupled with the large response that the practice had in previous surveys (June 21) over a similar time period.</p>

		<p>PL raised the point that we should be looking at local publications such as 'Your local' to inform local residents and patients of the PPG group and activities within the practice.</p> <p>COVID Booster Update</p> <p>JL to ensure a doctor is present if possible</p> <p>AGM meeting to be confirmed with PL and HL</p>	<p>JL confirmed that the practice had approved a quarter page advert in the 'your local' magazine.</p> <p>PPG members to review what they would like the article to convey. Retrospectively JL proposes that one PPG member coordinates this approach?</p> <p>Ensure that JL publicises the updates on the website and on social media accounts.</p> <p>Update has been published on the website. Message conveys that the practice will contact you when you are eligible/when we have a clinic available.</p> <p>Dr A Milton attended the meeting. A Doctor from the practice will attend all meeting where possible.</p> <p>In the absence of HL a decision was not able to made. Deferred to the next meeting.</p>
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		Future dates to be agreed.	<p>Bimonthly meeting was agreed. All meetings to have the option to attend via MS teams, also in the meeting room (COVID guidelines permitting)</p> <p>Dates for 2022 6-7pm 2nd Feb 30th March 25 May 20th July 14th Sept 9th Nov</p>
3.	Re-establish how to run the PPG meeting moving forward	<p>During the 'lockdown' full meetings were unable to held. However, mini updates were held in the interim. With new members joining JL expressed the need for the PPG members to 'run' and chair the meeting.</p> <p>JL asked for standing agenda items to be established</p>	<p>Standing Agenda items agreed:</p> <ul style="list-style-type: none"> - Lubbesthorpe update/progress - Key communication that is going out to the patients including digital updates. - Complaints trends and how the PPG can support - Improvement ideas - Key Constraints with the practice

		Original terms of reference	<ul style="list-style-type: none"> - Practice current patient count <p>JL/TM to locate the original terms of reference. The website does contain an overview. New terms of reference to be established by the PPG if required.</p>
4.	Review of the consultation report and Q & A session	<p>Key areas raised below regarding the consultation report from the PPG members:</p> <ul style="list-style-type: none"> - It was expressed that using the word 'delighted' when sending out the text to inform patients of the approved proposal was 'insensitive' to some patients that are living in and around Braunstone crossroads area. - It was expressed that the wording in the letter was still misleading regarding patients understanding that they were not being moved to New Lubbesthorpe Health Centre <ul style="list-style-type: none"> - The dates in letter did not correspond to all dates mentioned regarding the move to New Lubbesthorpe Health Centre. 	<p>JL & TM did respond stating that this not be the case in the letter that has been sent out and specific reference to this point was made. The addition of the word 'closing' was mentioned however as Forest House is not closing for circa 18months this could have also been misleading</p> <p>JL & TM responded stating that as the project had evolved and taking in consideration planning</p>

		<ul style="list-style-type: none"> - The exact amount of car parking spaces was raised (75) and the need to establish exactly how many the practice has in line with the practice sharing the spaces with other businesses. - Developer 'accountability' was raised and the need for comprehensive details to emerge as the project progresses. - Arriva click transport details were raised and the need for clear transport links to be established given one of the main areas raised in the consultation was the concern over transport. MG offered his expertise in this matter moving forward if required 	<p>applications the dates that had been given to the practice were constantly being amended.</p> <p>These will be established in the meetings to come</p> <p>These points will fall into the regular meeting agenda moving forward.</p>
5.	Dr A Milton overview as a GP during the pandemic	<ul style="list-style-type: none"> - Dr Milton provided an overview regarding the challenges faced during the pandemic. In particular the need for patients to be triaged over the phone more during the height of the pandemic. - M&L G suggested the idea of an 'annual health MOT' to be offered by the practice to all patients on an annual basis. - JC stated that from her point of view the virtual communication from the practice had worked well. Consultations did not need to be face to face to work. 	

		<ul style="list-style-type: none"> - KC raised that when seeing different Doctors each Doctor can look at a situation differently making a different diagnosis which can be confusing for the patient. - MG raised home visits - RG mentioned that she felt the service was fantastic during the pandemic 	<p>Dr Milton stated that without looking at KC medical notes he would not be able to comment on this.</p> <p>Dr Milton confirmed that the appropriate PPE was worn and home visits were still going ahead were required.</p>
6.	PCN Over view by TM	<p>A brief overview of the PCN was provided by TM: The new GP contract was published in early 2019 as part of the NHS Long Term Plan. A key element of the new contract is the development of Primary Care Networks (PCNs) which bring GP practices together with other local services – such as community, mental health, social care and the voluntary sector to look after local populations. PCNs help to join up services at a local level, focusing on the specific needs of these local populations, with patients still accessing routine GP appointments as they do now. Six of the GP practices within our area have joined together to form the North Blaby PCN. They are:</p> <p>Enderby Medical Centre Forest House Medical Centre Kingsway Surgery The Glenfield Surgery The Limes Medical Centre The Groby Surgery</p>	

6.	AOB	Areas raised from members at the meeting	None raised.
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