Forest Medical Group







	Item	Issue	Action
1.	Attendance and Apologies	In attendance: Hasmita Lad (Chair) Paul Linnett (Vice Chair), Ken Cowen, Mike Greenwood & Linda Greenwood, Janet Cave, Ros Gould, Simon Martin, Denise Hawkins, Hiten Lehru, Taruna Masani, James Longmore & Dr N Ranpura	A request for all who are part of the PPG to attend or send apologies. The full list of members has recently been sent out and ratified.
		Apologies: Neil Attfield, Wendy Brooks, Edith Fox, Maureen Harris, Carron Hulme, Merle Joyce, Robert Machon, ShillaNaik, Anthony Norris, Kunjal Pabari, Amanda Poole, Paul Preston, Lesley Springthorpe, Ronald Ward, Elemer Feier, Paul Davis	
2.	Review of mins & actions	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.	JL confirmed that the practice had approved a quarter page advert in the 'your local' magazine. PPG members were asked if anyone would like to 'own' the writing of this publication. No one came forward initially but HL felt this item needed to be 'parked' until we had looked at the terms of reference and also had the AGM on the 30 th March.

	PPG members felt a joint approach was needed initially to write the first article. It was not agreed who would take ownership of writing the first article. To be agreed at the next meeting.
Minutes moving forward	All agreed that an action log would be the best way to capture the key actions from the meeting rather than minutes in the traditional sense.
	This needs to be clarified as we currently share PPG minutes on the website, which is good for visitors or patients of the Practice. In this instance the MS teams recording would also need to be shared. All to clarify the direction the PPG members and practice want to move with regard to recordings.
JL to ensure a doctor is present if possible	JL to invite a doctor when possible. Please note at the next meeting a Doctor will not be present as it is the AGM.
AGM meeting confirmed to be held on the 30 th March	HL confirmed that the AGM will be held on the 30 th March.
Future dates to be agreed.	Kept on the action log as a reminder Dates for 2022 6-7pm

			25 May 20 th July 14 th Sept 9 th Nov
3.	Re-establish how to run the PPG meeting moving forward	Standing agenda items on a reminder Original terms of reference	Standing Agenda items agreed: - 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 within the practice - Practice current patient count Terms of reference and committee meeting minutes attached to the same email that these minutes have been distributed on.
4.	Lubbesthorpe Update	Update from TM	Please find the slides attached that were shown at the meeting by TM

MG raised that patients should have had the opportunity to enter their postcode on the survey when completing.

TM introduced the Lubbesthorpe 'steering group' purpose and also who the steering group is going to be made up of.

JC supported the formation of the steering group, as she felt that without a specific group to address the Lubbesthorpe concerns the PPG becomes a one agenda meeting, which is not the purpose of the PPG.

TM stated that a local residents petition had been raised and this would be raised at the health and scrutiny committee meeting as an agenda item.

TM stated that if the CCG reversed their decision regarding the closure of Forest House, Forest Medical Group would not be able to occupy the practice as FMG. This is due FMG moving forward, based on the original decision made by the CCG.

5.	Key communication that is going out to the patients including digital updates.	Update from JL	 - Health checks for Diabetic Asthma review invites are being sent out from the practice. - 5-17yrs on going COVID clinics to vaccinate this cohort. The Practice does anticipate that the schools will vaccinate a large proportion of this group. - All patients have had multiple notifications to receive their vaccine. The practice is very confident that all patients have been given the opportunity to have a vaccine.
6.	Complaints trends and how the PPG can support	Registrar Learning Event	JL raised key points from a recent complaint - Registrar attended a home visit - Patient Son was not happy with the way in which the registrar dealt with the review of the care plan. - Patient son contacted the practice to complain about the way in which the home visit was handled. - JL worked with the supervising GP to address the concerns and rectify the complaint.
	Appointments available	Update	On the day demand can vary from day to day. As impact of COVID has decreased and the impact on the staff, we are able to offer more appointments for our patients.

NHS reviews/Google reviews	Update	JL confirmed that engaging with patients and obtaining reviews was important to the practice and was a key focus
Patient List Size	Update	JL confirmed that current list size is 15,500
Dr N Ranpura	Q & A section	DH raised a concern that a complaint from a patient regarding a Doctor had not been addressed.
		JL explained the robust process in place and the tracking that takes place of each complaint that comes into the practice
		KC raised a query relating to the communication between secondary and primary care and what happens to any actionable correspondence that comes back from secondary care.
		NR confirmed that actionable correspondence does get actioned by the named GP
		JC asked if the balance between telephone triage and face to face appointments was still effective. Also will the practice still be

operating under COVID guidelines as the restrictions relax in other service areas.

NR confirmed that maintaining social distancing for clinically extremely vulnerable for example, was important and where possible the telephone triage system supports this. However, when clinically required patients are asked to come down to the practice.

JL confirmed that the practice would still be operating under COVID guidelines regardless of restrictions being lifted in other areas.

SM raised the need for the practice to try and adhere to appointment times as the practice are also asking patients to be conscious about not attending appointments.

Dr NR confirmed that if patients present with a 2nd presentation that was not discussed at the time of booking and the patient clinically needs to be addressed, the Doctor will need to address the patient. Seeing this patient will of course take them beyond the original appointment time.

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