

## Forest Medical Group

## **Patient Participation Group**

## Minutes of the meeting held on 14<sup>th</sup> September 2022

	Item	Issue	Action	Action to
				be
				completed
		_		by
1.	Attendance	In attendance: James Longmore	N/A	
		(chair) Taruna Masani, Hasmita Lad,		N/A
		Jan Warner, Mike & Linda Greenwood		
		& Aadil Patia (Physician Associate)		
		Apologies: Simon Martin, Denise		
		Hawkins (Deputy Chair), Shilla Naik,		
		James Hiten Lehru		
2.	Review of mins &	JL/MG to speak to your local	Both feature article and advert have been included	JL
	actions	publication to see if a feature article	in 'Your Local' Magazine. At the time of the	
		would be possible or just the advert	meeting the September edition had not been	
			distributed. I have included this as an attachment	
			to the e-mail for reference.	



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	was sent out to in May 2022	used the practice in the month previous	
	Dhara to provide a short, recorded video for JL to upload onto the Patient Participation group section of the website, including the presentation slides.	Awaiting update from Dhara regarding the video	TM
	Appointment system was discussed on the 22 <sup>nd</sup> June and the 14 <sup>th</sup> September PPG meeting. JL was meeting with a GP partner on the 15 <sup>th</sup> September to discuss the appointment system.	Update to be provided at the meeting on the 9 <sup>th</sup> November.	JL
Aadil Patia (Physician Associate)  Presentation and overview of his role and held a Q & A section at the end of the presentation	Aadil presentation gave an overview of how his role and how it works within in a primary care setting. Aadil discussed the history of the role and some of the presentations he is likely to see within his role at the practice.	Aadil power point presentation has been attached for reference.	JL
	Associate)  Presentation and overview of his role and held a Q & A section at the end of	Participation group section of the website, including the presentation slides.  Appointment system was discussed on the 22 <sup>nd</sup> June and the 14 <sup>th</sup> September PPG meeting. JL was meeting with a GP partner on the 15 <sup>th</sup> September to discuss the appointment system.  Addil Patia (Physician Associate)  Addil presentation gave an overview of how his role and how it works within in a primary care setting. Addil discussed the history of the role and some of the presentations he is likely to see within his role at the practice.	Dhara to provide a short, recorded video for JL to upload onto the Patient Participation group section of the website, including the presentation slides.  Appointment system was discussed on the 22 <sup>nd</sup> June and the 14 <sup>th</sup> September PPG meeting. JL was meeting with a GP partner on the 15 <sup>th</sup> Septemberto discuss the appointment system.  Aadil Patia (Physician Associate)  Aadil presentation gave an overview of how his role and how it works within in a primary care setting. Aadil discussed the history of the role and overview of his role and held a Q & A section at the end of  Awaiting update from Dhara regarding the video  Update to be provided at the meeting on the 9 <sup>th</sup> November.  Adail presentation gave an overview of how his role and how it works within in a primary care setting. Aadil discussed the history of the role and some of the presentations he is likely to see within his role at the practice.



4	Practice Mandatory Training schedule	PPG member raised a question over what mandatory training happens within the practice. This is advertised to the public on the website as 'protected learning time'.	JL stated that protected learning time was mandatory across all primary care settings.  Examples of training would include safeguarding updates, call coaching with the reception team and clinical meetings with the clinical teams to name a few subjects that have been covered recently.	JL
	Latest National Survey overview from the practice	PPG member raised a question about the recent National Survey and how the practice was responding to the survey	JL shared some key points regarding the National Survey  - 319 Surveys were sent out - 125 returned  Where patient experience is highest compared with the Integrated Care System result  86% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment  ICS result: 78%National result: 81%  68% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)  ICS result: 62%National result: 65%  91% of respondents were involved as much as they wanted to be in decisions about their care and	JL



treatment during their last general practice appointment ICS result: 88% National result: 90% Where patient experience is lowest compared with the ICS result 31% of respondents find it easy to get through to this GP practice by phone ICS result: 48%National result: 53% 46% of respondents are satisfied with the general practice appointment times available ICS result: 51%National result: 55% 66% of respondents were satisfied with the appointment they were offered ICS result: 69%National result: 72% JL highlighted that the practice goes out to patients monthly to gain a snapshot of how patients are feeling about the practice in a short survey, but the National Survey has highlighted some key challenges against National and Local benchmarks.



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		JL only had time to go through the high-level results rather than a in depth analysis.	
		JL with members present agreed that the national survey would be on the next agenda on the 9 <sup>th</sup> November, with some actions the practice has taken to address the lowest performing areas and to reflect on the areas that are performing well.	
		Surveylink below. <a href="https://www.gp-patient.co.uk/report?w=1&amp;practicecode=C82066">https://www.gp-patient.co.uk/report?w=1&amp;practicecode=C82066</a>	
PPG member that do not respond to meeting requests protocol		This Agenda item was not discussed due to time constraints. To be added to the action list for next meeting	
Face to face appointment system	The appointment system was raised by a PPG member to discuss in more detail.	JL advised that he had a meeting with a GP partner on the 15 <sup>th</sup> September regarding changes in the appointment system. JL advised PPG members that he would be able to provide an update on the 9 <sup>th</sup> November with regard to the changes made	JL



			Kept on the action log as a reminder  Dates for 2022 6-7pm  20 <sup>th</sup> July 14 <sup>th</sup> Sept 9 <sup>th</sup> Nov	
4 (cont)	Standing agenda items	Standing agenda items on a reminder	Standing Agenda items agreed: Lubbesthorpe update/progress  - Taruna shared some schematics with the practice over the layout of the rooms within Lubbesthorpe health centre and some images of the front and rear elevation of the practice.  - Some issues were raised by the PPG members present that have been added to	TM
			the action log  Key communication going out from the practice  Not discussed	JL JL
			Practice current patient count 15,800	



5.	AOB	Areas raised from members at the meeting	No AOB	N/A

## **Action Log Summary**

Action Number	Summary of action	Owner of the action	Deadline
1.	Dhara to provide a short, recorded video for JL to upload onto the Patient Participation group section of the website, including the presentation slides.	TM	1 <sup>st</sup> November
2.	Paper copy of the survey that is sent out month to be made available in reception	JL	21st October
3.	Next 12 months of meeting to be arranged and the AGM	Not an action at the meeting but JL aware Nov meeting is the last one arranged	9 <sup>th</sup> November
4.	PPG member that do not respond to meeting requests protocol. (was not discussed)	All	9 <sup>th</sup> November
5.	Car park spaces available/concerns raised	TM	9 <sup>th</sup> November
6.	Fire Exit location within the building	TM	9 <sup>th</sup> November