**Forest Medical Group**

**Patient Participation Group**

**Minutes of the meeting held on 25th January 2023**

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|  | **Item**  | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** Denise Hawkins (Deputy Chair),James Longmore (Practice Manager), Jan Warner, Mike & Linda Greenwood, Hiten Lehru, Simon Martin, Ros Gould, Joan Faulkner, Geoff Malyon, Janet Cave, Shilla Naik, Ken Cowan, Penelope Rundle, Dr R Badiani**Apologies:** Hasmita Lad (Chair)Minutes: Eve Newman | N/A | N/A |
| 2. | **Review of mins & actions** | AGM date to be agreed, action not completed from the last meeting.Eve Newman requested that if any of the PPG members wanted to support the role out of Health Plus, please contact her at the surgery.Dates to be confirmed that PPG members will be writing editorials for the ‘your local magazine’. Practice leaflet to be reviewed.GP’s to be invited to all PPG meeting moving forward.Hold music on the telephone system is an issue.  | Rolled over as an action as HL was unable to attend.Volunteers to be confirmed at the meeting on the 8th March.Janet Cave stated she would be willing to contact some of the local care homes to see if they would allow us to publish a ‘good news story, featuring the care the practice gives the care homes. (Initial contact has already been made by JC, awaiting for Care home to reply)Dates to go into ‘Your local’ magazine to be confirmed.Leaflet has been produced and to be sent out with the mins for PPG review.All GP’s and GP Partners are happy to attend the PPG meetings moving forward.Gary Mitchell, Reception Manager to change music on telephone lines  | HLJLJCJLJLJL |
| 3. | **Change in management structure at Forest Medical Group.****Overview and changes to be provided by JL** | Taruna Masan, Business Manager has moved into a new role as Practice Manager at another Practice within LeicestershireJames Longmore has taken on the Practise Manager role.Michelle Cank, Deputy Practice Manager has come from Kingsway Surgery. Michelle has her Induction from 1st February. | Once the induction has been completed JL will provide an update of how the roles are going to be split moving forward. | JL  |
| 4. | **Extended Access overview****What out of hours are being offered by the Practice. Overview by JL** | Overview included clinics that are available for patients outside of ‘core’ hours. Detailed below.Given the fact that these clinics area relatively new the practice did not want to promote them heavily until they had been established.* GP LIVI clinic – Thurs and Friday 6pm – 10pm – telephone triage
* Structured medication reviews (SMR) Saturdays 9AM -1PM
* Saturday nurse’s clinic 8:30am – 12:15pm
* Physio appointments - Mon, Tues, Weds
* Pharmacy referral for minor ailments (ear pain, UTI, rashes)
 | PPG group requested that all these services are included on the website and magazine so that patients know that this is available. When advertising the clinics, be specific what this involves. Detail the scope. Make sure that receptionists inform patients who are booking in for these appointments that follow up action will take place if required. | JLJLReception |
| 5. | **Q & A session with Dr R Badiani, GP Partner** | **Q:** MOT for over 60 patients? Does this still stand?**Q:** How would GP consultations be made better and easier. How does telephone triage work?**Q:** Are current call back telephone calls and times by GP’s suitable for people who work etc ?**Q:** Do doctors have appraisals?  | Annual monitoring could be different for each patient – may not necessarily be needed. GP appointments cannot necessarily be made easier, each patient’s needs differ. Dr Badiani and PPG members feels that hybrid working is very helpful and working as it is suitable for each patient needs. Calls after a certain time is suitable for patients who work. Dr Badiani stated patients can be specific on what time a call back is required if necessary and GP’s will try to accommodate this where possible. GP’s have annual reviews. They gather feedback from colleagues and patients. This appraisal looks at professional development of the GP.They request for feedback, verbally, written, emailed over or via NHS/Google review.  | N/AN/AN/AN/A |
| 6. | **Standing agenda items** | Latest Patient countLubbesthorpe update/progress.  | **Practice current patient count** **15,940**There has been a delay in the original timeline, but further details will be discussed at the next PPG meeting. The Car park was discussed with the developers as this was an area raised by the PPG. * 72 Spaces available overall
* 12/13 spaces available for staff parking
* Rest available for general use.
* Car Parking monitoring camera in place for those exceeding the time limit in the car park.
 | **JL** |
| 5. | AOB | Have an email address for PPG for any concerns that people want to raise.Signposting someone who is struggling with memory problems etc with prescriptions – is there anything that we can do to help patients with this? | SM suggested the PPG to have an exclusive e mail address to that patients could send over concerns to PPG for them to bring to meetings.The PPG members felt that the management of this e-mail address would out way the benefits. Specifically patient confidentiality would be an issue.JL to continue conversation with SM outside of the meeting.Raised by PPG group as part of the meeting. JL to review and present options at the next PPG meeting  | N/AJLJL |

**Action Log Summary**

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| Action Number | Summary of action | Owner of the action | Deadline |
| 1. | AGM date to be agreed, action not completed from the last meeting | HL | 8th March 2023 |
| 2. | Eve Newman requested that if any of the PPG members wanted to support the role out of Health Plus, please contact her at the surgery. Updated needed | EN | 8th March |
| 3. | Dates to be confirmed that PPG members will be writing editorials for the ‘your local magazine’. Dates have not been confirmed | PPG  | 8th March 2023 |
| 4. | Practice leaflet to be reviewed. Sent out with mins feedback at next PPG | JL  | 8th March 2023 |
| 5. | Music for telephone system to be changed | JL | 8th March 2023 |
| 6. | JL to provide an overview of how the roles of Practice Manager & Deputy Practice Manager are being split down. | JL | 8th March 2023 |
| 7. | Extended Hours Clinics to be uploaded to the website | JL | 8th March 2023 |
| 8.  | Help for patients with memory issues, what support with there? | JL | 8th March 2023 |