**Forest Medical Group**

**Patient Participation Group**

**Minutes of the meeting held on 3rd April 2024**

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|  | **Item**  | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** James Longmore, Eve Newman, Geoff Malyon (chair), Penny Runole, Ken Cowan, Karl Pelton, Grahame Lees, Janet Cave, Shilpa, Simon, Hiten**Apologies:** Denise Hawkins, Jan Warner, Linda Greenwood, Mike Greenwood **Minutes:** Eve Newman | N/A | N/A |
| 2. | **Review of mins & actions** | Look at the lift access for patients in New Lubbesthorpe – only for people who need to use it. Keeping the door locked at Forest HouseCreate a List/Board so patient can understand what type of clinicians we have and what they do.Michelle to check to see if we can be a supplier of hearing aid batteries.Michelle to speak to Bev regarding the fixes for the website.Confirm the monthly stalls/health promotions that JC will be doing Making sure that anything that is put on the website is a PDF document, not a Microsoft document.Making sure that blood pressure text messages and forms that we are sending out are editable documents so that they can be accessed by everyone.Review sending out reminder text messages to all appointments that the patients can reply to confirming their attendance to avoid more ‘Didn't attend’ appointments. Regular PSA testing for gentleman over the age of 60 was suggested by GMThe recordings on the phone lines are long and messy | This will remain ongoing until the build begins.Still to remain closed as variable usage of clinical rooms allows the Practice to open Forest House with effective use of staff and resources.If there are delays with New Lubbesthorpe then the Practice need to re consider how long the Practice uses the side door at FH. JL noted that the Doctors and Key Management team members would be a good place to start.Michelle waiting on confirmation of this.(Can now get these from Braunstone Health Centre)Initial ‘broken links’ have been fixed but Michelle and Bev are working on a website review, so this will be an ongoing work in progress.JC to send DBS over. MC to send dates over to JC so dates can be booked in at WL.Review of the website to see which documents need to be converted.Review the DNA appointments numbers and give an average to confirm the actions being put in place are beneficial. As confirmed by Dr Milton, due to the potential reoccurring problems and concerns regarding PSA blood testing we would not normally do it as a blanket blood test.This is being reviewed with JL and shortened so it does not last 4 minutes | OngoingOngoingOngoingOngoingongoingAprilMay PPGMay PPGMay PPG |
| 3. | **Please can all PPG members have a think about how to improve continuity of care** |  Not discussed Reconfirmation of dates:3rd April5th June24th July18th September 13th November | To have a think about this for next PPG meeting. Examples include patients seeing the same GP with longAll patients confirmed to attend what they can  |  |
| 4.  | **Practice Position on Physician Associate** | Name badges. Ensuring that he deals with only minor ailments that are within his remit.Whilst the patients get used to their being a PA in the practice  | It is compulsory to wear name badges so that patients can identify who it is they are seeing.Reception already book appropriate appointments with Aadil. PA to continue to debrief with the supervising GP to make sure that patients have received the most appropriate care.Suggestion that Aadil (PA) to introduce himself when sitting down with each patient. JL to review | May PPG |
| 5. | **Dr Alex Milton** |  | Dr Patel now being a partner in the practice. This adds benefits to the practice.Dr Milton also covered off the ARRS roles within the practice and discussed the clinician supervision of the PA. |  |
| 4. | **Standing agenda items** | Latest Patient countLubbesthorpe update/progress. Covid spring boostersConsider patients who are immune compromised of any age to get booked in rather than waiting for their age cohort.Pt survey feedback shown on screen | **Practice current patient count – 16,454.**Access road is going in, delay to significant changes. We will continue to update when we have further information.Care homes to be completed first. We have 10 care homes.1st phase will start on 18th April and Second phase to be done in May. Other Cohorts to be communicated out in a timely mannerNo action required  |  |
| 5. | AOB |  |  |  |

**Action Log Summary**

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| **Action Number** | **Summary of action** | **Owner of the action** | **Deadline** |
| 1. | Look at the lift access for patients in New Lubbesthorpe – only for people who actually need to use it  | MC | ongoing  |
| 2. | Create a List/Board so patient can understand what type of clinicians we have and what they do. |  | April |
| 3. | Michelle to check to see if we can be a supplier of hearing aid batteries | MC | Ongoing |
| 4. | Michelle to speak to Bev regarding the fixes for the website | MC | Ongoing |
| 5. | Michelle to discuss with the hospital IT team regarding their text messaging system | MC | Ongoing |
| 6. | Set up a health promotion site in the Surgery. Email Janet with Themes | MC/JC | April |
| 7. | Review of the telephone intro system and length of the intro message | JL/MC | May  |
| 8. | Please can all PPG members have a think about how to improve continuity of care. Rolled over from last meeting. | All PPG members | May  |
| 9.  | JL to review if Aadil, Physician Associate should be introducing himself at each appointment.  | JL | May |