**Forest Medical Group**

**Patient Participation Group**

**Minutes of the meeting held on 5th June 2024**

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|  | **Item**  | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** Janet Cave, John Randall, Geoff Malyon, Kenneth Cowan, Denise Hawkins, Grahame Lees, Penny Rundle, Karl Relton, Simon Martin, Shilla Naik, Michelle Cank, Eve Newman**Apologies:** Mike and Linda Greenwood, Hiten Lehru, Donna Walker, Roz Gould**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. Create 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.The recordings on the phone lines are long and messy. Issues that have occurred with the websiteAll PPG members have a think about continuity of care. Rolled over from last meetingJL to review if Aadil, Physicians Associate should be introducing himself at each appointmentIssues on the website with the colours. Makes it hard for some people to read  | *This will remain ongoing until the build begins.**JL noted that the Doctors and Key Management team members would be a good place to start.**Confirm the correct type of hearing aid that needs ordering and Michelle to get the protocol in place for the patients.**In progress with developers.**Jordan in the process of creating these monthly themes so that we can begin promoting them. Janet is happy to pass her ideas/suggestions over.* *Review of the website to see which documents need to be converted.**Reception Manager is in the process of reviewing this.**John has been through the website and has addressed everything that needs to be reviewed and reassessed to make it cleared and more assessable. This will be reviewed with Michelle Cank before it is passed through the rest of the PPG group* *Patients with complex needs should stick with regular GP’s rather than being booked with Locums or F2’s* *Patients shouldn’t have to chase up their own results.* *Confirmed that Aadil is introducing himself as a Physicians associate. Everyone within the practice should be introducing themselves before the consultation begins.**Michelle to have a look at the website and see if there will be an accessibility sections that can be changed by patients to make it easier to read and understand.* | *Ongoing**Ongoing**MC**MC**JC/MC**GM**Can be removed from actions* |
| 3. | **Process for long term out of stock items** | A lot of different prescription items are out of stock at the moment and a lot of items have to be changed to alternatives | *When patients are told that medication is out of stock they need to try and locate the item at another pharmacy with the prescription token.**When we know that an item is long term out of stock we will automatically change It to the alternative to avoid any back and forth.*  |  |
| 4.  | **DNA’s update** | Had 43 hours DNA’d last week (roughly 58 appointments) |  | May PPG |
| 5. | **Website update** | The website is displayed awkwardly and things aren’t clear  | *John and Michelle to go through all of the concerns that have been addressed by John**Michelle to relook at the website as a whole to make it more accessible to all patients whether this be the colour if the website or the information that we are providing to patients.*  | ONGOING |
| 4. | **Standing agenda items** | Latest Patient countLubbesthorpe update/progress.  | **Practice current patient count – 16,551***Still waiting for the final confirmation of the building plans for Lubbesthorpe however we are still confident everything will be going through as planned.* |  |
| 5. | AOB | * Mandatory training closures
* Social Media reminders/notifications need to happen on the Monday before the Thursday at the latest. It’s too late on the day!
 | *The notice of the practice being closed needs to be displayed to patients earlier than on the day to avoid any issues of people coming down and us not being open*  |  |

**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 order a selection of each hearing aid battery and put a policy together | MC | Ongoing |
| 4. | Michelle to work with Ellie (Admin Member), John and the developers around the website up dates. | MC | Ongoing |
| 5. | Review of the telephone intro system and length of the intro message | GM | May  |
| 6. | Please can all PPG members have a think about how to improve continuity of care. Rolled over from last meeting. | All PPG members | May  |