

Forest Medical Group
Patient Participation Group



FOREST MEDICAL GROUP

Minutes of the meeting held on 2nd February 2022

	Item	Issue	Action
1.	Attendance and Apologies	<p>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</p> <p>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</p>	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.
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.	<p>JL confirmed that the practice had approved a quarter page advert in the 'your local' magazine.</p> <p>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 30th March.</p>

		<p>Minutes moving forward</p> <p>JL to ensure a doctor is present if possible</p> <p>AGM meeting confirmed to be held on the 30th March</p> <p>Future dates to be agreed.</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>JL to invite a doctor when possible. Please note at the next meeting a Doctor will not be present as it is the AGM.</p> <p>HL confirmed that the AGM will be held on the 30th March.</p> <p>Kept on the action log as a reminder Dates for 2022 6-7pm</p>
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	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	<p>DH raised a concern that a complaint from a patient regarding a Doctor had not been addressed.</p> <p>JL explained the robust process in place and the tracking that takes place of each complaint that comes into the practice</p> <p>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.</p> <p>NR confirmed that actionable correspondence does get actioned by the named GP</p> <p>JC asked if the balance between telephone triage and face to face appointments was still effective. Also will the practice still be</p>

			<p>operating under COVID guidelines as the restrictions relax in other service areas.</p> <p>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.</p> <p>JL confirmed that the practice would still be operating under COVID guidelines regardless of restrictions being lifted in other areas.</p> <p>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.</p> <p>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.</p>
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6.	AOB	Areas raised from members at the meeting	None raised.