

Forest Medical Group
Patient Participation Group
Minutes of the meeting held on 20th July 2022

	Item	Issue	Action	Action to be completed by
1.	Attendance	<p>In attendance: Taruna Masani (Chair) Ros Gould, Simon Martin, Shilla Naik, Hiten Leheru, Jan Warner, Gary Mitchell.</p> <p>Apologies, Mr & Mrs Greenwood, Hasmita Lad, James Longmore.</p>	N/A	
2.	Review of mins & actions	<p>Jan Warner – mentioned action item missing from last minutes – Paper Patients Surveys to be made available for those unable to receive text messages.</p> <p>Previous Mins to be uploaded to the website.</p>		<p>JL</p> <p>JL</p>



Dhara Shah – Health & wellbeing Coach. Presentation and overview of her role	Dhara attended the PPG meeting in person and gave an overview of her role within primary care and held a Q & A section at the end of the presentation	Dhara showcased the variety of holistic services being made available to patients, these appointments are longer (some up to 45 mins) which allows the health & wellbeing coach to really understand the patients in order for the appropriate services to be shaped around the patient needs.	Dhara to provide a short, recorded video for JL to upload onto the Patient Participation group section of the website, including the presentation slides.	JL
Simon Martin – Appointment Discussion	Simon raised a query regarding Triage appointments and appointment time slot, following a recent experience.	Gary explained the current appointment model will remain for now, however, each GP are delivering their appointments to suit patient needs. Face to Face appointments is being offered for young, elderly and vulnerable age groups as well as patients who have conditions which cannot be		TM



		<p>assessed over the phone, such as dermatology and ENT complaints.</p> <p>Taruna confirmed the current model is allowing the GP's to be able to deliver an increased number of appointments and reverting back to all face to face appointments will drastically reduce the number of appointments that can be offered. The current model allows more flexibility for consultations which can be completed quicker and consultations which need longer. Taruna reassured members the practice is constantly reviewing clinical and holistic services and have recently completed a recruitment drive for a new GP and will hopefully appoint a new GP into the practice soon.</p> <p>Gary also addressed the concern that was raised regarding triage appointment times, e.g., at the time of booking a triage am or pm is specified, however, patients are</p>		
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<p>Hasmita – PPG advertisement for local magazine.</p>	<p>Hasmita shared 2 x draft advertisement attachments for the PPG meeting.</p>	<p>receiving the triage call at a time not expected. Gary acknowledged this concern, Taruna to provide the feedback to GP's and raise awareness of the inconvenience this is causing.</p> <p>Taruna shared the version of the narrative Hasmita had drafted for the 'Your Local magazine'. It was agreed that the drafts are emailed to members review and comment on.</p>		<p>TM</p>
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			Kept on the action log as a reminder Dates for 2022 6-7pm 20 th July 14 th Sept 9 th Nov	
4.	Standing agenda items	Standing agenda items on a reminder	Standing Agenda items agreed: Lubbesthorpe update/progress <ul style="list-style-type: none">- No further updates on the New Lubbesthorpe Health Centre.- TM to confirmed the speed bumps are going to be reduced or removed near the health centre once works have been finished. Key communication going out from the practice <p>James to ensure paper surveys are also made available for patients.</p> <p>Pending action point - JL to confirm the cohort that the survey was sent out to in May 2022</p>	TM TM JL JL



			Practice current patient count – Taruna to provide on email.	TM
7.	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	JL/MG to speak to your local publication to see if a feature article would be possible or just the advert	JL/MG	20 th July
2	JL to upload terms of reference to the website	JL	Completed
3	JL to upload 30 th March 2022 Minutes to the website	JL	Completed
4	JL to record and upload the Social Prescriber presentation into the Patient Participation group section of the website	JL	Completed



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5	JL to confirm the cohort that the survey was sent out to in May 2022	JL	20 th July
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