

Action Log – Forest House Relocation Steering Group Meeting

Item	Date of meeting	Action	Owner	Updates as at	
001	24.02.2022	Developers travel plan document.	TM	Taruna to obtain details of travel plans which will have been built into the planning documents by the developers and share with group.	
002	24.02.2022	Practice patient growth projections. Given the Practice currently has 15.5k patients registered with it, what is the projected increase of patients once this new facility is up and running? The new estate is quite large.	TM	Share practices patient registration growth projection with the group.	
003	25.04.2022	Where is the actual location of the new Medical Centre in the New Lubbesthorpe Estate? Is it near the new Primary School?	TM	TM to obtain site plans.	
004	25.04.2022	What is the projected increase in GP's to cater for this increase in patients?	TM	TM response	

005	25.04.2022	What steps are being taken to improve the ability of patients to contact the Practice(s) to make appointments with GP's and support staff? It's currently very difficult to make appointments under the current system and can only get worse if patient numbers increase. It's frustrating to phone the Practice and to be told "you're 13 th . in line" and when you do get through to be told there are no appointments available.	JL	JL response.	
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006	12.05.2022	I think careful consideration needs to be made for older members of the community that do not have access to computers and the internet. It is too easy nowadays to insist on everyone using pc's and older people are forgotten about	TM/JL		
007	12.05.2022	can we book appointments online again?	JL	Yes, circa 20-30 appointments available on day to day basis from 8am. Available through the NHS app	
008	12.05.2022	Engage Max Limit - James an offline conversation later please.	JL	Engage consult has a limit of 10 medical queries and day but unlimited queries for admin. Report shows circa 250 separate enquires last month.	

009	12.05.2022	Currently are all Lubbesthorpe residents being taken on by FHMC? Do you know the split?	TM		
010	12.05.2022	So are you proposing patients transfer? Purpose of the other practice slides?	TM/JL	Response provided at meeting; the map locations of other practices was to demonstrate the distance from 2 Park Drive. As always patients have a choice where to register for health care.	
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011	12.05.2022	Very surprised that the planning department have not asked for travel plan as this is a standard on all planning applications that I run. Has the developer done a pre application? Have they also included a sustainable report. The building needs to be very efficient. i.e solar power, heat pumps and use ev charging for patients.	TM	The developers will share travel plans as things progress on site, the practice also have this matter on their radar. Once construction has started greener, environmental suggestions can be put forward.	
012	12.05.2022	Did you say how many extra GP's you will be recruiting?	TM	The practice has successfully recruited a salaried GP, provisional start date Mid Oct 22, paperwork is in progress.	

				Clinician requirements will be assessment on a continual basis.	
013	12.05.2022	I think the video chat should be printed to sit alongside the recording	TM	Extracts from chat function will be action logged.	
014	12.05.2022	Do practices sort out catchment areas amongst themselves?	TM	No, the commissioners have overall responsibility to ensure all area have sufficient health care provisions.	
015	12.05.2022	How many back up staff are going to be employed. If you have to ring for an appointment the message state's 'experiencing high volume due to Covid' at what time does this become normal and when will more support team be employed at current practice and what is plan for number of telephone lines and staff to cover the amount off calls?	JL	The COVID messages have been removed now. Any 'high demand' messages that are now on the system are to advise that appointments for the day have gone. We are meeting with one of the partners tomorrow to review our current appointment system.	
016	12.05.2022	Could Healthwatch be used to take patient feedback as they would presumably be neutral?	TM/CL	Chris has started the dialogue with Healthwatch and is waiting for a response.	
017	21/09/2022	8am v impractical for those who work, have school run to do etc. For me, the appt system isn't working	JL		

018	21/09/2022	GP who says they want to review you in person in a week - can't prebook for this but forced to battle through the 8am system	JL		
019	21/09/2022	Taking on more patients is of major concern when you can't provide an adequate service to current patients	JL		
020	21/09/2022	So no appts to be secured online or by phone this morning and then found the online consultation also said max reached. Will this capacity be increased?	JL		
021	21/09/2022	Where is care home in relation to shops/surgery	JL		
022	21/09/2022	Will there be a Pharmacy downstairs?	JL		
023	21/09/2022	Parking for care home and rest shared? Disabled spaces.	JL		
024	21/09/2022	The lobby area looks quite small and tight for people using the lifts in a wheelchair or a mobility scooter.	JL		

		How far through the building are the accessible toilets			
025	21/09/2022	what's the back up plan if the lifts fails?	JL		
026	21/09/2022	As part of planning the developer will need to provide access statement. Need to consider what happen in case of fire as there are only two fire refugees.	JL		
027	21/09/2022	Should an area be developed to a flexible . Movable partitions , exercise classes ?	JL		
028	21/09/2022	I just wanted to observe that one of the fire escape stairs is from the secure area, so break-glass access into that area will be needed for public to access that escape. (But detail) I assume access to the building is from the car park, to the rear rather from the part that fronts onto the main road.	JL		
029	21/09/2022	Do people exiting the GP rooms have to go back through the waiting room to get to the stairs?	JL		

		Could the stairs be accessible from the back corridor in some way?			
030	21/09/2022	Do all those GP/ nurse rooms have windows? If so could there be some movement to give your holistic/therapy room natural light? An interior room isn't very user- friendly	JL		
031	21/09/2022	Where do you leave mobility scooter securely on the ground floor ? Where will people be able to leave prams/pushchairs etc securely?	JL		
032					