

Forest Medical Group
Patient Participation Group
Minutes of the meeting held on 14th September 2022

	Item	Issue	Action	Action to be completed by
1.	Attendance	<p>In attendance: James Longmore (chair) Taruna Masani, Hasmita Lad, Jan Warner, Mike & Linda Greenwood & Aadil Patia (Physician Associate)</p> <p>Apologies: Simon Martin, Denise Hawkins (Deputy Chair), Shilla Naik, James Hiten Lehru</p>	N/A	N/A
2.	Review of mins & actions	JL/MG to speak to your local publication to see if a feature article would be possible or just the advert	Both feature article and advert have been included in 'Your Local' Magazine. At the time of the meeting the September edition had not been distributed. I have included this as an attachment to the e-mail for reference.	JL



		<p>JL to confirm the cohort that the survey was sent out to in May 2022</p> <p>Dhara to provide a short, recorded video for JL to upload onto the Patient Participation group section of the website, including the presentation slides.</p> <p>Appointment system was discussed on the 22nd June and the 14th September PPG meeting. JL was meeting with a GP partner on the 15th September to discuss the appointment system.</p>	<p>The Survey goes out to 10% of the patients that used the practice in the month previous</p> <p>Awaiting update from Dhara regarding the video</p> <p>Update to be provided at the meeting on the 9th November.</p>	<p>TM</p> <p>JL</p>
3.	<p>Aadil Patia (Physician Associate)</p> <p>Presentation and overview of his role and held a Q & A section at the end of the presentation</p>	<p>Aadil presentation gave an overview of how his role and how it works within in a primary care setting. Aadil discussed the history of the role and some of the presentations he is likely to see within his role at the practice.</p>	<p>Aadil power point presentation has been attached for reference.</p>	<p>JL</p>



			<p>treatment during their last general practice appointment</p> <p>ICS result: 88% National result: 90%</p> <p>Where patient experience is lowest compared with the ICS result</p> <p>31% of respondents find it easy to get through to this GP practice by phone</p> <p>ICS result: 48% National result: 53%</p> <p>46% of respondents are satisfied with the general practice appointment times available</p> <p>ICS result: 51% National result: 55%</p> <p>66% of respondents were satisfied with the appointment they were offered</p> <p>ICS result: 69% National result: 72%</p> <p>JL highlighted that the practice goes out to patients monthly to gain a snapshot of how patients are feeling about the practice in a short survey, but the National Survey has highlighted some key challenges against National and Local benchmarks.</p>	
--	--	--	---	--



	<p>PPG member that do not respond to meeting requests protocol</p> <p>Face to face appointment system</p>	<p>The appointment system was raised by a PPG member to discuss in more detail.</p>	<p>JL only had time to go through the high-level results rather than a in depth analysis.</p> <p>JL with members present agreed that the national survey would be on the next agenda on the 9th November, with some actions the practice has taken to address the lowest performing areas and to reflect on the areas that are performing well.</p> <p>Survey link below. https://www.gp-patient.co.uk/report?w=1&practicecode=C82066</p> <p>This Agenda item was not discussed due to time constraints. To be added to the action list for next meeting</p> <p>JL advised that he had a meeting with a GP partner on the 15th September regarding changes in the appointment system. JL advised PPG members that he would be able to provide an update on the 9th November with regard to the changes made</p>	<p>JL</p>
--	---	---	--	-----------



			Kept on the action log as a reminder Dates for 2022 6-7pm 20 th July 14 th Sept 9 th Nov	
4 (cont)	Standing agenda items	Standing agenda items on a reminder	Standing Agenda items agreed: Lubbesthorpe update/progress <ul style="list-style-type: none">- Taruna shared some schematics with the practice over the layout of the rooms within Lubbesthorpe health centre and some images of the front and rear elevation of the practice.- Some issues were raised by the PPG members present that have been added to the action log Key communication going out from the practice Not discussed Practice current patient count 15,800	TM TM JL JL



5.	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.	Dhara to provide a short, recorded video for JL to upload onto the Patient Participation group section of the website, including the presentation slides.	TM	1 st November
2.	Paper copy of the survey that is sent out month to be made available in reception	JL	21 st October
3.	Next 12 months of meeting to be arranged and the AGM	Not an action at the meeting but JL aware Nov meeting is the last one arranged	9 th November
4.	PPG member that do not respond to meeting requests protocol. (was not discussed)	All	9 th November
5.	Car park spaces available/concerns raised	TM	9 th November
6.	Fire Exit location within the building	TM	9 th November