

**Forest Medical Group**  
**Patient Participation Group**  
**Minutes of the meeting held on 9<sup>th</sup> November 2022**

	Item	Issue	Action	Action to be completed by
1.	<b>Attendance</b>	<p><b>In attendance:</b> Hasmita Lad (Chair), Denise Hawkins (Deputy Chair), James Longmore (General &amp; Ops Manager), Jan Warner, Mike &amp; Linda Greenwood, Hiten Leheru, Simon Martin, Ros Gould, Joan Faulkner, Geoff Malyon &amp; Eve Newman (Reception Team member)</p> <p><b>Apologies:</b> Shilla Naik &amp; Kenneth Cowan</p>	N/A	N/A
2.	<b>Review of mins &amp; actions</b>	<p>Mins from the 14<sup>th</sup> September accepted</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>N/A</p> <p>Completed and visible</p>	JL



		<p>Paper copy of the survey that is sent out month to month to be made available in reception</p> <p>Next 12 months of meeting to be arranged and the AGM</p> <p>PPG members that do not respond to meeting requests protocol.</p> <p>Car park spaces available/concerns raised for the new Lubbethorpe Health Centre</p> <p>Fire Exit location within the building</p>	<p>Completed and in the reception lobby at WL</p> <p>Please see dates of the next 12 months of meeting below:</p> <ul style="list-style-type: none"><li>• 11<sup>th</sup> Jan 2023</li><li>• 8<sup>th</sup> March 2023</li><li>• 3<sup>rd</sup> May 2023</li><li>• 28<sup>th</sup> June 2023</li><li>• 23<sup>rd</sup> Aug 2023</li><li>• 18<sup>th</sup> October 2023</li><li>• 13<sup>th</sup> December 2023</li></ul> <p>Agreed that if PPG members did not respond to 3 meeting invites, they would be removed from the PPG members list</p> <p>TM confirmed that the health Centre has 72 car parking spaces</p> <p>TM confirmed that the location of fire exit has been amended</p>	<p>JL</p> <p>JL</p> <p>JL</p> <p>TM</p>
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3.	<b>Reflection on the year that has gone</b>	<p>Is the meeting structure right?</p> <p>Have you found the 'Clinical guests' useful. Social prescriber, Physician associate etc</p>	<p>PPG members appreciated the guest speakers that have been invited to present at the PPG but requested that a GP be present at each PPG moving forward.</p> <p>JL to invite a GP to each PPG meeting in 2023</p> <p>The PPG also requested external presenters to be invited in 2023, such as Diabetes UK</p> <p>The PPG noted that the 'Your Local' publication had been a successful endeavour for raising the profile of the PPG and also encouraging new members to join. PPG to include editorials in future publications. Date to be confirmed</p> <p>All agreed to extend the meeting by 15mins to allow all agenda items to be discussed</p> <p>PPG mins to be displayed on the notice board within the waiting room</p>	<p>JL</p> <p>JL</p> <p>JL</p> <p>PPG members</p> <p>JL</p>
4.	Health Plus overview and initiative	Eve Newman, Reception team member who is leading the project, presented an overview of Health Plus	To increase the number of older people utilising digital apps for ordering prescriptions, appointments and getting NHS information and advice. Overall, the initiative has 6 aims	EN



			<ol style="list-style-type: none"> <li>1. Increase the number of older people utilising <b>digital apps</b> for ordering prescriptions, appointments and getting NHS information and advice.</li> <li>2. Increase the number of older people accessing <b>self-care groups</b> and community/ mental health/primary care/secondary care support groups online.</li> <li>3. Increase <b>health literacy</b> through the provision of health literate training for patients.</li> <li>4. Increase the number of older people attending Zoom <b>health and wellbeing activities</b> online.</li> <li>5. Increase the number of older people accessing <b>online health information</b>, advice and health appointments.</li> <li>6. Increase awareness of the <b>health and wellbeing ecosystem</b> across Health, Social Care and the VCS.</li> </ol> <p>The full presentation has also been included for reference and an update will be presented at the next meeting.</p>	
5.	Latest patient survey review of the survey and actions and celebrating the successes	<ul style="list-style-type: none"> <li>- Changes being made to the appointment system</li> <li>- Evening appointment &amp; weekend appointments now available</li> </ul>	<p>Full details of the survey can be viewed in the last minutes.</p> <p>The key focus remains around the patient access to the surgery via the phone, as seen below with the result.</p>	



		<p>- Tendering for a new telephone system with 'queue busting' facility</p>	<p><b>Where patient experience is lowest compared with the ICS result</b></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>As a result of the above the practice are in the process of updating their phone system to improve the patient experience. The current provider, MPS have come into practice and identified some key features that a new system would offer us:</p> <ul style="list-style-type: none"><li>• 'Queue busting facility'. This would allow the caller to press a button to keep their place in the call queue but not have to stay on the phone. The phone system would call them back when they came to the front of the queue.</li><li>• The patient record would automatically be brought up when a patient calls in. The record would then be cross referenced with the patient DOB, but would potentially save 20/30sec for each patient allowing the callers to get through to a reception team member quicker.</li></ul>	
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			<p>Changes already made to the appointment system include:</p> <ul style="list-style-type: none"><li>• A mixture of Evening GP, Pharmacist and Physio appointments are now available Thursday, Friday and Saturday.</li></ul> <p>DH raised concerns over the accessibility of the website. Please see full details of how to make a variety accessibility changes below.</p> <p>The website was also Accessibility Statement This website is run by <a href="#">My Surgery Website</a>, however the content is maintained by the business it represents. We want as many people as possible to be able to use this website. For example, that means you should be able to:</p> <ul style="list-style-type: none"><li>• Change colours, contrast levels and fonts</li><li>• Zoom in up to 400% without text spilling off the screen</li><li>• Navigate the website using just a keyboard</li><li>• Navigate the website using speech recognition software</li><li>• Listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)</li></ul> <p>We've also made the website text as simple as possible to understand. The structure was created</p>	
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			to simulate a real practice, which seeks to improve usability for all patients. <a href="#">AbilityNet</a> has advice on making your device easier to use if you have a disability.	
6.	<b>Standing agenda items</b>	Latest Patient count	<b>Practice current patient count 15,800</b>	<b>JL</b>
5.	AOB	Areas raised from members at the meeting	No AOB	<b>N/A</b>

### Action Log Summary

Action Number	Summary of action	Owner of the action	Deadline
1.	AGM date to be agreed, action not completed from the last meeting	HL	11 <sup>th</sup> January 2023
2.	Eve Newman requested that if any of the PPG members wanted to support the role out of Health Plus, please contact her at the surgery.	EN	15 <sup>th</sup> December 2022
3.	Dates to be confirmed that PPG members will be writing editorials for the 'your local magazine'	PPG	11 <sup>th</sup> January 2023
4.	Practice leaflet to be reviewed	JL	11 <sup>th</sup> January 2023
5.	GP's to be invited to all PPG meeting in 2023	JL	11 <sup>th</sup> January 2023
6.	Telephone system update on approval and installation	JL	11 <sup>th</sup> January 2023



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7.	Health Plus update	JL/EN	11 <sup>th</sup> January 2023
8.	PPG Mins to be displayed on the notice board in WL/FH waiting room	JL	11 <sup>th</sup> January 2023