

Forest Medical Group
Patient Participation Group
Minutes of the meeting held on 8th March 2023

| | Item | Issue | Action | Action to be completed by |
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| 1. | Attendance | <p>In attendance: Hasmita Lad (chair) Denise Hawkins (Deputy Chair), James Longmore (Practice Manager), Jan Warner, Janet Cave, Shilla Naik, Ken Cowan, Penelope Rundle & Dr N Ranpura</p> <p>Apologies: Mike & Linda Greenwood, Simon Martin, Ros Gould, Joan Faulkner, Hiten Lehru, Geoff Malyon, Joan Faulkner</p> <p>Minutes: James Longmore</p> | N/A | N/A |
| 2. | Review of mins & actions | <p>AGM date to be agreed, action not completed from the last meeting.</p> <p>Eve Newman requested that if any of the PPG members wanted to support</p> | Rolled over as an action as HL was unable to attend the first part of the meeting. | <p>HL</p> <p>JL</p> |



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| | | <p>the role out of Health Plus, please contact her at the surgery.</p> <p>Dates to be confirmed that PPG members will be writing editorials for the 'your local magazine'.</p> <p>Practice leaflet to be reviewed.</p> <p>Hold music on the telephone system is an issue.</p> | <p>Health Plus support has now come to an end as this was a limited funding project</p> <p>Janet Cave as still awaiting the care home to come back to her regarding putting a good news article in the 'your local magazine'</p> <p>All agreed that there were some 'good news' stories that we could put promote within the your local magazine. These include:</p> <ul style="list-style-type: none"> • New telephone system • Updates on new clinical staff coming into the practice. • Any feature clinics <p>Dates to go into 'Your local' magazine to be confirmed.</p> <p>Several areas of feedback have been sent into JL. These changes have been included in the latest leaflet that has been sent out.</p> <p>Gary Mitchell, Reception Manager to change music on telephone lines.</p> | <p>JC</p> <p>JL/PPG</p> <p>PPG members</p> <p>JL</p> <p>GM</p> |
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| | | <p>JL to provide an overview of how the roles of Practice Manager & Deputy Practice Manager are being split down</p> <p>Extended Hours Clinics to be uploaded to the website.</p> <p>Help for patients with memory issues, what support with there?</p> | <p>Michelle Cank, will be responsible for the Nursing Team, Pharmacy team, Communication internally and externally to the practice, Lubbethorpe Health Centre clinical and staff meetings, H&S and Key administration & efficiencies.</p> <p>Completed</p> <p>JL advised that currently we offer social prescriber support, care planning for dementia patients & text messages for reminders if requested.</p> | <p>JL updated</p> <p>JL</p> |
| 3. | <p>Defaults of the computer system & access to blood tests. JC agenda item</p> | <p>Defaults on GP computer system – JC advised she had had problems accessing her prescriptions when equipment had been prescribed. The example being asthma inhaler spacers prescribed by the asthma nurse.</p> <p>JC identified there was a default on the GP computer system that meant the prescription was being sent to the supplier rather than the dispensing pharmacy.</p> | <p>JL advised that there has been subsequent training to ensure that the default is removed in such circumstances.</p> <p>JL also advised that due to the bespoke nature of these types of orders the default needed to sit with the supplier as in most cases the dispensing pharmacy would not have the items ordered.</p> | <p>JL</p> |



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| | | <p>JC enquired if there were similar circumstances where the default settings have either not been entered or entered inappropriately.</p> <p>JC suggestion is that there should be an annual default audit as a minimum standard.</p> <p>Blood tests - JC advised there was problems accessing blood test appointments due to a lack of syringes/ needles. JC as this abated?</p> <p>What is the current lead in time to book blood test appointments?</p> | <p>JL noted JC comments on this section.</p> <p>JL advised stock was back up to capacity and this was an issue right across Leicestershire rather than a local practice issue.</p> <p>JL advised 2 weeks based on the assessment on the day of the meeting (8th March)</p> | |
| 4. | <p>What are we doing about patients that are not turning up to their appointments</p> | <p>Denise Hawkins highlighted the issue and the cost of patients not turning up to their appointments.</p> <p>DH highlighted that in some settings they used a '3 strike approach' if patients did not attend appointments after booking them.</p> | <p>JL confirmed that the practice highlighted the DNA rate for nurse appointments during the pandemic, but this has not been highlighted recently.</p> <p>JL confirmed he would come back to the group with an update and action.</p> <p>JL has included a proposed poster to be put out in the practice and also on the website.</p> | |



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| | | DH also raised an issue regarding Prescriptions and obtaining prescription away from home. | <p>JL has asked PPG group to comment on how many appointments missed is acceptable.</p> <p>Summary of issues is located below:</p> <ol style="list-style-type: none"> 1. Can you take your repeat prescription to any pharmacy? 2. Do all pharmacies have the same policy? Boots and Lloyds pharmacies refused my request and directed me to go through 111 but an independent pharmacy was prepared to prescribe. 3. What happens at weekends and out of hours? <p>JL to review and send onto the most appropriate person.</p> | <p>JL</p> <p>JL</p> <p>JL</p> |
| 5. | Q & A session with Dr R Badiani, GP Partner | Dr N Ranpura gave a comprehensive overview of the safeguarding requirements for practice. | <p>Dr Ranpura highlighted how the practice fulfils its responsibility for safeguarding our patients at the practice and also the extensive training that the team undertakes. This includes the following.</p> <ul style="list-style-type: none"> • Children and Adult safeguarding are split within the practice over 2 GP leads. | <p>N/A</p> <p>N/A</p> <p>N/A</p> |



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| | | <p>Q: Only 2 GP's on the practice leaflet, is there a plan to recruit more female GP's</p> | <ul style="list-style-type: none"> Practice Staff and Clinicians attend level 1 & 3 online learning on a regular basis to evidence training and competency. Regular confidential meetings are held to discuss areas within the practice that need a wider discussion. The Clinical system allows clinicians to identify concerns were needed. <p>Dr NR responded advising that we have recently interviewed, and JL would be able to advise you all of the outcome at the next meeting</p> | <p>N/A</p> <p>JL</p> |
| 6. | Standing agenda items | <p>Latest Patient count</p> <p>Lubbesthorpe update/progress.</p> | <p>Practice current patient count 16,003</p> <p>Demographics of pt shared at the meeting.</p> <p>There has been a delay in the original timeline, but further details will be discussed at the next PPG meeting. Projected time mid 2025</p> | JL |
| 5. | AOB | <p>SN raised if JL was actively managing those that are not attending to invites to the PPG meeting?</p> | <p>JL advised that he had removed those PPG members that had not responded to 3 invites recently.</p> | N/A |



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| | | JC requested that a mental health practitioner attend future meetings if possible. | JL stated he would review this is readiness for the next meeting | JL |
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Action Log Summary

| Action Number | Summary of action | Owner of the action | Deadline |
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| 1. | AGM date to be agreed, action not completed from the last meeting | HL | 3 rd May 2023 |
| 2. | Funding has ended for the health plus initiative | EN | 8 th March |
| 3. | Follow up from SM request for there to be a ppg separate e-mail that patients can access if required. | JL | 3 rd May |
| 3. | Dates to be confirmed that PPG members will be writing editorials for the 'your local magazine'. Agreed there are a number of projects could be included while we are awaiting the care home to come back to JC. Including the new telephone system and any updates on new clinical staff joining the practice. | JL/PPG | 3 rd May 2023 |
| 4. | Practice leaflet to be reviewed. Feedback has been received from PPG members, changes to be included and then sent out shortly. | JL | When the minis have been distributed |



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| 5. | Patients that do not attend appointment plan from the practice. | JL | 3 rd May |
| 6. | Prescription issue to be highlighted to the ICB | JL | 3 rd May |
| 7. | Salary GP update following from interviews | JL | 3 rd May |
| 8. | JL to look at the role of mental health practitioner within the practice | JL | 3 rd |