

Forest Medical Group
Patient Participation Group
Minutes of the meeting held on 23rd Aug 2023

	Item	Issue	Action	Action to be completed by
1.	Attendance	<p>In attendance: Jan Warner, Penny Rundle, Linda Greenwood, Mike Greenwood, Geoff Malyon, Ken Cowan, Joan Faulkner, Hiten Leheru, Janet Cave, James Longmore (Practice Manager), Michelle Cank (Deputy Practice Manager)</p> <p>Apologies: Hasmita lad, Shilpa Modi, Denise Hawkins & Shilla Naik</p> <p>Minutes: Eve Newman</p>	N/A	N/A
2.	Review of mins & actions	AGM date to be agreed, actions not completed from the last meeting.	Hasmita Lad confirmed that she would stepping down as Chair of the PPG due to mounting external commitments.	



	<p>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.</p>	<p>people who cannot access the internet to see any updates within the surgery. Putting articles in papers.</p> <p>MC confirmed that articles awareness articles had already gone into Braunstone Life, Lubbesthorpe Magazine (due Sep/Oct) Your Local LFE, LiFE magazine.</p> <p>Next Articles from the practice would be produced in September/Oct</p>	<p>Oct 23</p>
	<p>Practice leaflet to be reviewed. Feedback has been received from PPG members, changes to be included and then sent out shortly.</p> <p>Patients that do not attend appointment plan from the practice.</p>	<p>Leaflet has now been made dyslexia friendly – received help and support from dyslexia UK. Thanks to Denise who raised this concern.</p> <p>Leaflets ordered have already gone, new ones to be ordered.</p> <p>56 appointments missed wc 14th August – 18th August – 14.5 hours total</p> <p>See how we can pull the DNA codes through on the patient's home screen to highlight to reception how</p>	<p>Oct 23</p>



			many non-attendance appointment patients have had.	
3.		Achievements of the PPG over the last 4 years promoted displayed on the PowerPoint presentation	<p>Widening the age range of the PPG group. PPG meeting is going to be promoted in the community for new people to join the meetings for more diversity.</p> <p>Twearing the resources, we do have to make them more interesting and enticing.</p> <p>Questionnaire in the waiting room</p> <p>Go out to colleges and university to see about attending the PPG meetings.</p>	<p>Oct 23 update</p> <p>MC/JL</p>
4.		Winter Vaccine Programme Flu, Covid and care homes	<p>Flu starts on 7th October – covid will be given at the same time if delivery of vaccines is here in time Care homes 19th October – covid and flu at the same time</p> <p>Completed the whole cohort by mid-November.</p> <p>Care homes to have enough notice to give flu and covid vaccines to patients to allow enough time to gather consent from patients/family.</p> <p>Still waiting for delivery of Covid vaccines.</p>	<p>Oct 23</p> <p>MC/JL</p>



5.		Dr Layla Vania - our most recent GP Q & A session	Dr Vania applying for a diploma in women's health. E.g., coils, implants, HRT	Oct 23 update
6.	Standing agenda items	Latest Patient count Lubbesthorpe update/progress.	Practice current patient count – 16,202 Planning permission has gone through. Awaiting figures still for building. Still planned for summer 2025 for Lubbesthorpe opening. Consideration needs to be given to a way of policing people to not use the lift at new Lubbesthorpe to allow way for people who do need to use it. Contacting Ratby Surgery to gain best practice regarding opening Lubbesthorpe was raised To look at Front door access at Forest House again.	Oct 23 MC Oct 23 MC Oct 23 MC
5.	AOB	Changing the on the day 8am appointments was raised.	JL noted that wherever you move the start point for appointments a queue will appear. On line also available including multiple ways to access the practice.	Oct 23 JL

**Action Log Summary**

Action Number	Summary of action	Owner of the action	Deadline
1.			
2.	Hasmita has resigned from her position in the PPG. AMG date to be agreed by October and a new chair to replace Hasmita. Terms of reference to be sent out with minutes	JL	7 th September
3.	PPG meeting is going to be promoted in the community for new people to join the meetings for more diversity.	MC	Oct Meeting
4.	Complete whole Cohort for Flu vaccines and Covid Vaccines and patient in care homes	MC	November
5.	Dr Vania to extend her training in Women's health. Update from JL at the meeting	LV	Oct meeting
6.	Look at the lift access for patients in New Lubbesthorpe – only for people who actually need to use it	JL/MC	
7.	Next round of articles for local community to be produced in Oct	MC	October meeting
8.	See if it is possible if the practice can pull the DNA codes through on the patient's home screen to highlight to reception how many non-attendance appointment patients have had	MC	October meeting
9.	Widening the demographic of the PPG group was raised. JL/SM to seek support from the ICB.	MC/JL	October meeting