

Forest Medical Group
Patient Participation Group
Minutes of the meeting held on 28th June

	Item	Issue	Action	Action to be completed by
1.	Attendance	<p>In attendance: Denise Hawkins (Deputy Chair), James Longmore (Practice Manager), Michelle Cank (deputy practice manager), Eve Newman, Janet Cave, Hiten, Shilpa, Ros Gould, Geoff Malyon, Ken Cowan, Jean Faulkner, Denise Hawkins, Grahame Lees, Mike Greenwood, Linda Greenwood</p> <p>Apologies: Hasmita Iad, Simon Martin, Shilla Naik, Penny</p> <p>Minutes: Eve Newman</p>	N/A	N/A
2.	Review of mins & actions	Health +	Made participants aware of Health + project.	



		<p>Creating an email address for patients and the difficulty of it being responded to appropriately.</p> <p>Creating a Practice leaflet for all patients</p> <p>Missed appointments.</p> <p>Female GP</p>	<p>PPG chair not available for comment</p> <p>Leaflet to Include information about female or male GPs in the practice.</p> <p>We need to make sure the Leaflet is dyslexia friendly.</p> <p>Putting the leaflet into the local community</p> <p>Patients not attending their appointments and sending letters out to those who have missed multiple appointments. Creating a poster including the missing appointments</p> <p>Dr Layla Vania now a full-time female GP.</p>	<p>23rd Aug</p>
3.	<ul style="list-style-type: none">COVID spring booster program update	<p>End of covid 19 booster from 30th June and patients who have missed it.</p>	<p>Having to await until winter for a further booster for anyone who missed it.</p>	<p>Update 23rd Aug</p>



	<ul style="list-style-type: none"> • Telephone system update • Latest patient feedback 	Teething problems with call back system	Tweaking the system so that patients do not get stuck in the system – completed	Update 23 rd Aug
4.	The quality assurance processes used by the practice to ensure that the database algorithms are updated regularly to ensure their correctness	The quality assurance process	<p>Ardens template</p> <p>Significant event meetings</p> <p>Data reports run for each month.</p> <p>Recall system for those patients on medication</p> <p>TO COME – new phone system to link calls to clinical records</p>	Update on the 23 rd Aug
5.	Helen Cullinan, Community Engagement officer for Loros	<p>For patients to know what to expect when going into Loros</p> <p>Younger people not wanting to attend Loros to see loved ones over fear of unknown</p>	<p>Informed that LOROS is a Hospice. Patients can be looked after at home by the community nurses. LOROS has day therapy units. Not just a place where people go to pass, involves more than that it. Supports to families, offer respite to family members.</p> <p>Loros also offer virtual tours to people.</p>	
6.	Standing agenda items	<p>Latest Patient count</p> <p>Lubbesthorpe update/progress.</p>	<p>Practice current patient count</p> <p>16,150</p> <p>Demographics of pt shared at the meeting.</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	
5.	AOB	Patients not having a general follow up/check from GP's or receptionist who have been recently referral or diagnosed with something		

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	Rolled over from the last meeting
2.	Funding has ended for the health plus initiative	EN	6 th July
3.	Follow up from SM request for there to be a ppg separate e-mail that patients can access if required.	JL	Rolled over from last meeting
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	Rolled over from the last meeting



4.	Practice leaflet to be reviewed. Feedback has been received from PPG members, changes to be included and then sent out shortly.	JL	Update 23 rd Aug
5.	Patients that do not attend appointment plan from the practice.	JL	Update 23 rd Aug