**Forest Medical Group**

**Patient Participation Group**

**Minutes of the meeting held on 7th February 2024**

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|  | **Item**  | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** Michelle Cank (deputy practice manager), Eve Newman, Geoff Malyon, Grahame Lees, Mike Greenwood, Linda Greenwood, Janet Cave, Denise Hawkins, Kenneth Cowan, Simon Martin, Hitan Lehru and Shilla Naik**Apologies:** Karl Relton**Minutes:** Eve Newman | N/A | N/A |
| 2. | **Review of mins & actions** | Look at the lift access for patients in New Lubbesthorpe – only for people who actually need to use it To look at Front Door access at Forest House AgainCreate a List/Board so patient can understand what type of clinicians we have and what they do.Michelle to send dates out with minutes, presentation and new MS teams linkContact MPS and ask for the ‘Please hold’ to be removed as patients don’t want to be waiting when needing to cancel in case it is a last-minute cancellation.Update: - Check patch has worked and feedbackMichelle to check to see if we can be a supplier of hearing aid batteriesMichelle to pass on email addressed and mobile numbers for the PPG to Geoff Michelle to speak to Bev regarding the fixes for the website | This will remain ongoing until the build begins.To be taken off the actions and reviewed again in 6 months time. Michelle to look at adding signage to the front door.Still to be completedThis has been sent and can be removedThis has been done and patch has been applied. Michelle waiting on confirmation of this.Michelle has sent this. Geoff to check. Michelle can resend if necessaryMichelle and Bev are working on a website overhaul so this will be an ongoing work in progress | OngoingRemoveOngoingRemoveRemoveOngoingWaiting confirmationOngoing |
| 3. | **What would we like to see on the agenda going forwards?****May PPG date to be moved as school half term.**  | Tackling the DNA appointments * The message system might be too long to wait on the phone if needing to cancel appointment increasing the number of DNA’s

Set up a health promotion site in the Surgery. May PPG meeting falls in the school holiday moving it to June  | Have a discussion with the Hospital regarding the yes and no text messages for attending appointments (the same as the one the hospital sends out)Michelle and Jordan to look into this and themes.Michelle to find a suitable date in June | MC/JCMC |
| 4. | **Standing agenda items** | Latest Patient countLubbesthorpe update/progress. Overall ratings | **Practice current patient count – 16,368**No real update as still in holding pattern. Developers still saying spring 2025 for completion. Once we have a further update will share with the group.Overall ratings still good. Comments have been added to the slides that Michelle will send around | Feb 2024MC |
| 5. | AOB | Missed AppointmentsPlease can all PPG members have a think about how to improve continuity of care  | We are doing everything we are legally able to do as a surgery to help with this. Numbers of missed appointments have reduce. To keep this under review and bring back to the meeting in 6 months time. |  |

**Action Log Summary**

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| **Action Number** | **Summary of action** | **Owner of the action** | **Deadline** |
| 1. | Look at the lift access for patients in New Lubbesthorpe – only for people who actually need to use it  | MC | ongoing  |
| 2. | Create a List/Board so patient can understand what type of clinicians we have and what they do. |  | April |
| 3. | Michelle to check to see if we can be a supplier of hearing aid batteries | MC | Ongoing |
| 4. | Michelle to speak to Bev regarding the fixes for the website | MC | Ongoing |
| 5. | Michelle to discuss with the hospital IT team regarding their text messaging system | MC | Ongoing |
| 6. | Set up a health promotion site in the Surgery. Email Janet with Themes | MC/JC | March |