**Forest Medical Group**

**Patient Participation Group**

**Minutes of the meeting held on 13th December 2023**

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|  | **Item** | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** 12 attendees  **Apologies:** 6 people  **Minutes:** | 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 Again  Flyers to be put out in the surgery for patients for satisfaction survey.  Create a List/Board so patient can understand what type of clinicians we have and what they do.  Geoff Appointed Chair. Hasmita to support over next few months  Contact 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. | This will remain ongoing until the build begins.  Ongoing for discussion  This has been completed and flyers are to be put in holder in reception.  Still to be completed  Completed  Update to telephones on Thursday this week. Testing on Friday.  Patient pressed option 4 and wanted to do call back but option not available. Michelle to check if this is an option on all lines or just the appointment line | Ongoing  Ongoing  Completed  Ongoing  Completed  Ongoing – test by end of December  MC to check |
| 3 |  | Update from the Primary Care Network  Rachael Plews |  |  |
| 4. |  | Dates for Meetings:  7th February  3rd April  29th May  24th July  18th September  13th November | All agreed dates and added to diaries.  Michelle to send dates out with minutes, presentation and new MS teams link |  |
| 5. | **Standing agenda items** | Latest Patient count  Lubbesthorpe update/progress.  Overall ratings | **Practice current patient count – 16,343**  We are still waiting on the valuation office to proceed. Still hoping to break ground in Jan 2024  Michelle will forward any update before the next meeting via email.  Query in regards to number of Parent and Baby parking bays  Michelle to add comments from patients to the next presentation. | Oct 23  MC  Oct 23 MC |
| 6. | AOB | Continuity of patient care | Simon raised this matter to see what can be done about this. Michelle listed some ways below that we currently try to achieve a little of this at the surgery:   1. Each doctor has a list of their own patients, and all tests/letters/blood results are seen by that doctor and commented upon 2. Should a doctor wish to see a patient specifically they will task reception to book the appointment with them. 3. Patients are able to request to see a certain doctor but must be mindful that doctors do not work everyday in practice and also factor in holiday. |  |

**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. | To look at Front Door access at Forest House Again | MC | ongoing |
| 3. | Michelle to email with Lubbesthorpe update once we know. | MC | January |
| 4. | Create a List/Board so patient can understand what type of clinicians we have and what they do. |  | January |
| 5. | Michelle to send dates out with minutes, presentation and new MS teams link | MC | December |
| 6. | Contact 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 feedback | MC | December |
| 7. | Michelle to check to see if we can be a supplier of hearing aid batteries | MC | January |
| 8. | Michelle to pass on email addressed and mobile numbers for the PPG to Geoff | MC | December |
| 9. | Michelle to speak to Bev regarding the fixes for the website | MC | December |