**Forest Medical Group**

**Patient Participation Group**

**Minutes of the meeting held on 18th October 2023**

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|  | **Item** | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** 10 attendees  **Apologies:** 3 people  **Minutes:** | N/A | N/A |
| 2. | **Review of mins & actions** | Flyers to be put out in the surgery for patients for satisfaction survey.  Recording on MPS phone system advises patients to “Please hold” when on the cancellation line.  NHS appointment cancellation on the app/website  Language barrier difficulty for some patients  Creating a list/board for patients to understand what types of clinicians we have working in the practice | Create a flyer to go into the reception for patients to complete to inform us of how satisfied they are with the service. This will allow the numbers to be more accurate when taking in patient satisfaction as it can take into consideration the patients who don’t have a mobile number.  Contact MPS and ask this to be removed as patients don’t want to be waiting when needing to cancel in case it is a last-minute cancellation.  Advertise that patients can go onto the NHS app/website to cancel appointments instead of using the phone lines.  Potentially creating a leaflet for different languages so patients can look and understand the process within the surgery.  Patients not knowing the types of clinicians we have within the practice. To create a board or document showing who we have working in the surgery and what they specialise in so patients have an understanding |  |
| 3 |  | Winter Vaccine Programme  Flu, Covid and care homes | Majority of vaccines have been given to patients.  We still have covid clinics going but should be completed by end of October 23  Housebound and care home flu and covid are complete. |  |
| 4. |  | Roles to be reviewed:   * PPG chair * PPG vice chair * Group recruitment and membership secretary * Committee members (if appropriate) | Geoff Maylon is to be the new PPG chair following some support from Hasmita  Denise Hawkins to remain as Vice Chair |  |
| 5. | **Standing agenda items** | Latest Patient count  Lubbesthorpe update/progress. | **Practice current patient count – 16,278**  Tenders are in for the build. We are just waiting on the valuation office to proceed. Still hoping to break ground in Jan 2024  Attended a Health event in lubbesthorpe at the weekend. Met some new patients and existing patients. Handed out feedback sheets to gain insight for the new surgery | Oct 23  MC  Oct 23 MC |
| 6. | AOB | Grahame did not receive his invite to the Meeting | MC to check for next time. Grahame has taken down the next meeting date. |  |

**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. | Flyers to be put out in the surgery for patients for satisfaction survey. | MC | December |
| 4. | Create a List/Board so patient can understand what type of clinicians we have and what they do. |  | January |
| 5. | Geoff Appointed Chair. Hasmita to support over next few months | HL | January |
| 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. | JL | December |