Forest House Surgery Patient Participation Group

Minutes of meeting held on 26th October held

at Black Swan Meeting Room

Present

In person:

Dave Bottomley (DB), Princess Woy (PW),

Tom Whittaker (TW), Peter Cunnington (PC),

Vicky Utting (VU), Denise Lunn(DL),

Mal Gargett (MG) and Dr Rao (AR)

Online:

Amanda Alexander (AA), Philippa Foster (PF)

Apologies

Kim Tebbutt

Introduction MG opened the meeting by welcoming the new members and those returning members. She thanked Dr Rao for

taking over the partners role on the PPG.

The terms of reference (MG) asked the members to read through the terms of reference and reminded everybody that confidentiality was a particularly important point. If members have any suggestions for improvement, this will be discussed at a later date.

Dr Rao’s report Dr Rao wants the PPG to be active and said it has the support of the partners. The Open Day was very successful, and she thanked the organiser’s. It was advertised in Your Local magazine and going forward, bi-monthly, the practice and PPG will share the article space in the magazine. AR thought it would be useful to use the magazine for each of the doctors to introduce themselves and their role in the practice. When a new member of staff joins the practice they could also introduce themselves. The magazine insertions will be paid for by the practice.

AR would like the members to bring their ideas to the meetings and then a project plan for the year could be produced. Group members could decide which ideas they would like to be involved with.

Dr Scott will be leaving in November and is going to go freelance/locum. Dr Ladd (who carried out his training in the practice) has joined the practice as a salaried GP and will be working 3 days a week. A further female GP will start in December also working 3 days a week. This will increase appointment availability. Dr Badiani is the only full-time partner, there are 5 salaried GP’s, 3 nurses, 3 healthcare assistants,

1 advanced nurse practitioner and 4 partners.

The patient list size has grown to 12,300 and the other Shepshed practice cannot take any new patients. This is, in the main, due to the new house building in the town. The new Garendon housing development will be split between Shepshed and Loughborough practices.

Dr Watson will be taking over the diabetic clinic but there will be only one a week. NHS England has said that masks should be worn in all clinical areas and patients currently have the choice. This is due to an increase in Covid.

65% of the cohort entitled to both the flu and Covid vaccinations have taken them up. The surgery has been carrying out vaccinations for the Beacon Primary Care Group.

It was agreed that Dr Rao will attend the first part of each meeting, leaving the patient members of the group the remaining time to work together on projects. PC asked if there was an appointment system in place.

In reply to a question by PC, Dr Rao stated that patients are currently only able to book 2 weeks ahead. This was introduced to help to cut down DNA’s. The system is an ongoing topic of discussion with the partners. Hopefully, with the new cloud-based

phone system things will change; it has the ability/versatility to provide a call-back to patient facility along with many other features. It is unlikely to be installed before January. PC suggested that there should be an article explaining the system.

Communication is very important to patients.

Open Day Report It went very well with more than 50 patients

attending. Many people had basic health checks with Dr Rao and it was notable that those attending made very good use of those health charities/organisations attending. Refreshments were provided with many people spending a good deal of time chatting, often about their own issues such as loneliness etc.

It was suggested a different venue could be used to hold another Open Day, such as Hallcroft (if allowed by CBC).

Statistics on income show that Shepshed is one of the poorest towns in Leicestershire.

Our next project It was suggested that mental health could be an area to look at with perhaps some signposting to areas of help.

Another area that could be looked at was loneliness, which is often intertwined with mental health. Money is being withdrawn from relevant services in Shepshed. AA said that Loughborough has a Wellbeing Centre and it was identified by all that Shepshed is always ‘the poor relation’ where any type of funding is concerned. MG said that the group could invite Jane Hunt MP to a future meeting to discuss this and said she was happy to do this.

DB also brought up the surgery website which he felt was out of date. The practice said they do not have the skills to update the website. DB offered his help as did PW.

Charnwood Patient Forum This group meets during the day and is a chance for 2 members of each PPG to meet other Charnwood groups. There is normally a speaker. If anybody is interested in attending, then let MG know.

AOB PC suggested that the group should send a card to Dr Scott thanking him for his work. MG said that she would arrange this.

Frequency of meetings After some discussion it was decided to hold the next meeting in January. MG will speak to AR regarding a convenient date for her.