

## **Report on Forest Practice Patient Participation Group March 2012**

### **Meetings**

Forest Practice patient participation group started in its current form in July 2011, with meetings taking place on 4th July 2011, 19th September 2011, 21st November 2011, 20th February 2012 and the next one scheduled for 30th April 2012.

### **Structure of the Group**

All patients of Forest practice are welcome to attend with the purpose of contributing to the wellbeing of the practice patients as a whole and to bring fresh ideas and comments about our services and how they can be developed. On the last occasion 17 people attended (14 patients), 13 patients sent their apologies who also attend usually and some patients sent in their ideas by e mail

The meeting is attended also by DR Rachel Roberts (GP), Mrs Leona Foster (Nurse practitioner and prescriber), Louisa Adams (senior receptionist, Jacqui Keating (Healthcare assistant), and our practice manager ( Laura Ford) has attended and sent her apologies on other occasions.

### **Outcomes of the meetings**

Our main targets and work in progress at the moment are:

We have in Feb 2012 started the electronic patient reference group for patients who are too busy to attend.

One of our patient members has written on behalf of the group to the council to request disabled parking bays in front of the surgery. He has helped us also draft a supporting letter from the practice which we have also sent.

We have each meeting shared our on line patient survey results. One of our patient members pointed out that clinicians and Louisa present at the meeting had not had access to the most recent data so they numbers appeared small. We have now gained direct access to these results and the focus group (Dr Roberts, Leona Foster and Louisa Adams) from within the practice are now meeting to review these regularly and feeding back to the whole practice team.

Changes and on-going efforts to answer phones as efficiently as possible.

Drawn up a constitution for the patient participation group (presented at February meeting).

A chairperson Jonathan (Edward) Clark has kindly volunteered to take on this role.

Action plan has been drawn up and in March 2012 is to be publicised on the website.

Patient access – discussed that the practice has continued extended hours opening (7am daily) despite withdrawal of the previous funding streams for this.

### **Practice Action Plan February 2012**

**Items to achieve for 2012** – the group discussed varied items and agreed on the following to tasks to work toward.

- 1. Requesting Disabled Parking Bays from the council (Actioned Mr Gilligrass and Dr Roberts March 2012, awaiting response from the council).**
- 2. Prescriptions – Forest practice to do audits to check on accuracy of prescriptions issued on request from chemist & back to surgery, (Action Louisa Adams).**
- 3. Appointments - , to look at the relative need for the following types of appointments: same day from 7am/advanced booking/released from 5pm 9 Action Louisa Adams).**
- 4. Take forward the electronic patient reference group in addition. (Action Forest practice focus group – Leona Foster, Dr Rachel Roberts, Louisa Adams and chairperson Mr Jonathan Clark)**