

Report on Forest Practice Patient Participation Group March 2013

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, 30th April 2012, 18th June 2012, 10th September 2012, 5th November 2012, 18th February 2013 and the next one scheduled for 22nd April 2013.

Structure of our 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 20 people attended the meeting (17 patients including the chairperson Jonathan (Edward) Clark), 13 patients sent their apologies who also attended usually and patient sent in their ideas by email. The meeting are also attended by Dr Rachel Roberts (GP), Mrs Leona Foster (Nurse practitioner and prescriber), Louisa Adams (Reception manager) and Jacqui Keating (Healthcare assistant).

Profile of members

There are currently 30 active members of the patient participation group, their ages range from 60 to 85 an even mix between male and female. We also have 5 active members who communicate by email 'Patients Reference Group' our virtual group. We are always looking for new ways to recruit new members to the group, but to date we have been unsuccessful to attract any one from a younger or ethnic group within the practice. We advertise via the internet, our noticeboards and word of mouth. We even publish details via the Loughton Residential Associations newsletter.

Outcomes of the meetings

From our last Annual Report we can confirm that:

Disabled Bays, actioned, we have contacted the local council, who have confirmed receipt of our request for a disabled bay outside the practice, due to residential improvements plans for this area this has been put on hold.

Prescriptions, completed, results overall show very good accuracy, this has cut back on prescription queries going to doctors. Audits will be on-going.

Appointments, actioned, a proportion of the appointments are released from 5.00pm the night before and the rest are available from 10.00pm for patients with online access or 7.00am. Appointments are always being reviewed.

Patients Reference Group, actioned, we contacted all our patients with email address listed and asked if they would like to participate in our new PRG via email; these are now emailed prior to the meeting for suggestion and sent a copy of the Minutes from the meeting.

Survey Results, we regularly show the group results from our Patient survey and NHS Choices website.

Practice Action Plan February 2013

Items to achieve for 2013 – the group discussed varied items and agreed on the following to tasks to work toward.

1. Refurbishing Station Road – to be completed by the end April 2013.
2. New telephone system to be installed at Station Road to improve access to calls – to be completed May 2013.
3. Regularly discussing commissioning with patients at the PPG meetings including issues relating to referrals and prescribing in particular.
4. Prescriptions – Forest practice to do audits to check on accuracy of prescriptions issued on request from chemist & back to surgery, (Action Louisa Adams).
5. To review parking issues as Disabled Bay request has been put on hold by local council. The Group are looking at alternative options.
6. Continue to audit telephones, with the view to increasing number of reception staff from 1 to 2 from 7.00am to 8.15am. Trial period commencing Monday mornings only, looking to consider increasing on additional days, suggested Fridays.