

**Minutes of Forest House Surgery Patient
Participation Group held on 17th January
at Iveshead School**

Present:- Dave Bottomley(DB), Princess Woy(PW), Tom Whittaker(TW), Peter Cunnington(PC), Vicky Utting(VU), Mal Gargett(MG), Philippa Foster(PF) and Dr Rau on Zoom

Apologies:- Denise Lunn, Amanda Alexander, Kim Tebbutt.

1. MG welcomed everyone to the meeting and wished all a happy new year.
2. Minutes of the last meeting were accepted proposed by DB, seconded by PW.
3. There were no matters arising from the last meeting that are not on the agenda.

4. Practice website

DB and PW have been looking at the practice website to see how it could be changed to make it easier to follow. They showed us a presentation that they hoped would be an improvement. One objective was to take the pressure of the surgery by pointing patients to alternative organisations. It was felt that this was clearer. Dr Rau said she felt she need to look at it again as she had not seen it before the meeting. She said that she would speak to Chloe and Louise so that a meeting could be set up between them and Dave and Princess. A third party maintains the website who will also need to be involved. Dr Rau thanked Dave and Princess for their work.

5. Surgery News

- a) Dr Watson is completing a piece of work involving patients that are on the long term conditions list. This means that patients will be only called once a year for a review rather than once per condition. This will begin from April.
- b) Cloud based telephone system will be installed over 2 weeks during February/March. Hopefully patients will not be disrupted.
- c) There are some retirements among the staff in the next couple of months. One salaried GP is needed and they are 2 applicants.
- d) It is intended to employ a pharmacist to work at the surgery from April rather than to continue to use MMS where all the pharmacists work from home.

6. 'Your Local' articles.

Dr Rau has written an article explaining about all the different

clinicians at the surgery. Dr Watson will also write an article explaining the new system for those patients with long term conditions. It was thought that the PPG could have a short article each edition. DB will compile a list of 'days' so members of the group could write a brief paragraph each month for the magazine.

7. Our next projects

- a) Loneliness. Discussion was held about how to get information out to patients. A table in the library was a possibility. It was suggested that Sarah Jones should be invited to the next meeting to help us firm up ideas. PW suggested that we could focus on the stigma of loneliness/mental well-being. It was thought that there could be a button on the surgery website linking through to extra material on the topic.