**Action Log – Forest House Relocation Steering Group Meeting**

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| **Item** | **Date of meeting** | | **Action** | | **Owner** | | **Updates as at** | |
| 001 | 24.02.2022 | | Developers travel plan document. | | TM | | Taruna to obtain details of travel plans which will have been built into the planning documents by the developers and share with group. |  |
| 002 | 24.02.2022 | | Practice patient growth projections.  Given the Practice currently has 15.5k patients registered with it, what is the projected increase of patients once this new facility is up and running? The new estate is quite large. | | TM | | Share practices patient registration growth projection with the group. |  |
| 003 | 25.04.2022 | | Where is the actual location of the new Medical Centre in the New Lubbesthorpe Estate? Is it near the new Primary School? | | TM | | TM to obtain site plans. |  |
| 004 | 25.04.2022 | | What is the projected increase in GP’s to cater for this increase in patients? | | TM | | TM response |  |
| 005 | 25.04.2022 | | What steps are being taken to improve the ability of patients to contact the Practice(s) to make appointments with GP’s and support staff? It’s currently very difficult to make appointments under the current system and can only get worse if patient numbers increase. It’s frustrating to phone the Practice and to be told “you’re 13th. in line” and when you do get through to be told there are no appointments available. | | JL | | JL response. |  |
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| 006 | | 12.05.2022 | I think careful consideration needs to made for older members of the community that do not have access to computers and the internet. It is too easy nowadays to insist on everyone using pc's and older people are forgotten about | TM/JL | |  | |  |
| 007 | | 12.05.2022 | can we book appointments online again? | JL | |  | |  |
| 008 | | 12.05.2022 | Engage Max Limit - James an offline conversation later please. | JL | |  | |  |
| 009 | | 12.05.2022 | Currently are all Lubbesthorpe residents being taken on by FHMC? Do you know the split? | TM | |  | |  |
| 010 | | 12.05.2022 | So are you proposing patients transfer? Purpose of the other practice slides? | TM/JL | |  | |  |
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| 011 | | 12.05.2022 | Very surprised that the planning department have not asked fir travel plan as this is a standard on all planning applications that I run. Has the developer done a pre application? Have they also included a sustainable report. The building needs to be very efficient. i.e solar power, heat pumps and use ev charging for patients. | TM | |  | |  |
| 012 | | 12.05.2022 | Did you say how many extra GP's you will be recruiting? | TM | |  | |  |
| 013 | | 12.05.2022 | I think the video chat should be printed to sit alongside the recording | TM | |  | |  |
| 014 | | 12.05.2022 | Do practices sort out catchment areas amongst themselves? | TM | |  | |  |
| 015 | | 12.05.2022 | How many back up staff are going to be employed. If you have to ring for an appointment the message state’s ‘experiencing high volume due to Covid’ at what time does this become normal and when will more support team be employed at current practice and what is plan for number of telephone lines and staff to cover the amount off calls? | JL | |  | |  |
| 016 | | 12.05.2022 | Could Healthwatch be used to take patient feedback as they would presumably be neutral? | TM/CL | |  | |  |
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