



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting – Minutes
 Monday 12 December 2022, 3pm

1.	<p>Review Previous Minutes</p> <p>Music while waiting on the phone. Action: Practice</p> <p>Text example CXR normal results, rather than phone – normal may mean a phone call depending on finding a solution to issue – could it save on phone calls? Confidentiality with text but giving the mobile number equals consent. Back room phone number unavailable to patients.</p> <p>Practice telephone number quoted when sending text messages. Action: Practice</p> <p>Twiddle Muffs changed to Knee Mat Pattern where bits and bobs are added for comforting hands. Action: Practice</p> <p>Cancellations – DNAs difficult to contact the patient, limited time to tell the patient, aim is always to notify the patient and important contact details are kept up-to-date.</p>
2.	<p>Accessing the Practice</p> <ul style="list-style-type: none"> - Update - Letter to patient - helpful - Patient Leaflet – Appointments – website at the bottom, bullet points, explain telephone appointments. Action: Practice - Flow chart > appointments. - Cancelling – bank of volunteers to help, for consideration. - Online consultations booked GP appointment but was not F2F, but telephone consultation Action: Practice - Physician Associate – explain role at next meeting - Consistent message from Practice - Ask the Doctor a message available via the website.
3.	<p>PPG Members</p> <ul style="list-style-type: none"> - Review of distribution list, if no reply to confirmation email, name to be removed from distribution list Action: Practice
4.	<p>PPG Project:</p> <ul style="list-style-type: none"> - Twiddle Knee Mat - Transition Streets – transition towns, people get together, discusses climate change, power, etc, houses get together, encourage people to communicate. Projects sustainable development unit, population health management. - Public Access Trauma Kits – Town Counsellor – where are defibrillators? Map of where they are kept, for Local Trader of nearest defibrillator. Town Council Defib – suggested the guide in the area is also publicised both in Practice and via the website

7.	Practice HR Structure – updated
8.	Promoting the PPG and Recruiting Members <ul style="list-style-type: none"> - virtual meetings – F2F better, restrict numbers, can provide online if particularly wanted. - admin support needed in Practice
9.	Any Other Business <ul style="list-style-type: none"> - Invite extended to the Social Prescribing Team and Physician Associates to join the next PPG meeting and explain their role. Details to be available also on the website and add to the Patient Leaflet. - Prescribing problems reported by patients, 28 days and synchronised medicines, 2-months can be considered if the drug is a regular medication. Issues with the postal strike affecting postal supplies for patients. Turn around in dispensing items at Pharmacies has problems too. - Appointment Analysis – please can this be circulated Action: Practice
10.	Date of Next Meeting – Monday 27 March 2023