



**BARCROFT MEDICAL PRACTICE**  
**Patient Participation Meeting – Minutes**

**Monday 26 June 2023, 3pm**

1.	Review Previous Minutes and Update – all agreed
2.	<p>Twiddle Mats Project</p> <p>Thank you for the donated Twiddle Mats. PPG keen to understand the project remit, are we looking to provide these to patients? Or for the Alzheimer's Association? Thank you for offering to knit mats and various other knitted items, teddies, leg warmers, etc.</p> <p>Group discussion, the idea behind the project is to raise awareness of the potential comfort and warmth factor for Alzheimer's patients, and a project for patients to volunteer and contribute towards, together with providing the knitting pattern.</p> <p>Ideal project for Lauren, TCOP, to promote.</p> <p>To put sign up on display with contact information of how to obtain details – <b>Action: Practice</b></p>
3.	<p>Capacity &amp; Access Plan – Practice Update</p> <ul style="list-style-type: none"><li>• Feedback from the group, ongoing issues with prescriptions and stock availability with Chemists, causing delays for patients and is frustrating. Nationwide problem on some items.</li><li>• Improvement plans being developed in Practice, work in progress with additional clinical staff and updating telephones.</li><li>• Accessing the Practice, leaflet to be changed to incorporate changes to the new system.</li><li>• Planning for holidays – covering absence and appointment availability needs to take into consideration with reduced capacity.</li><li>• IT support for people who may not know how to access online.</li><li>• Pharmacy can take referrals for some ailments.</li></ul>
4.	<p>NHS 75<sup>th</sup> Birthday</p> <p>5 July 2023, Barcroft planning to recognise the 75<sup>th</sup> Birthday with a 'Cup of Team and Cake' event. An opportunity for the PPG Members to meet the team, details to be circulated nearer the time.</p>

5.	<p><b>Patient Leaflet</b></p> <p>Leaflet is on hold pending the forthcoming changes to booking appointments and optimising online services. Plan – to redraft ready for the next PPG meeting. <b>Action: Practice</b></p>
6.	<p><b>TCOP/Elderly Care Facilitator</b></p> <p>Lauren, newly in post and the Group are looking forward to meeting her at the next PPG Meeting.</p> <p>Suggestions supporting the TCOP role:</p> <ul style="list-style-type: none"> <li>• Westbury Rotary Club – health and wellness event (25.6.23)</li> <li>• Coffee Club – members very keen for this to be rekindled, aim to jointly arrange with St Melor. Previous IT education/advice, ie, support using tablets, phones, was a successful project and beneficial for patients. Can we organise another education event?</li> <li>• Venues – various to consider in the area.</li> </ul>
7.	<p><b>AOB</b></p> <p>Mobile phone cover – phasing out 3G and masts being removed, concerns with emergency phones lines downs for several hours and reduced access.</p> <p>IT – feedback from the Group, it would be really useful to have support for IT systems. Aware all IT systems can be hacked and can be a worry.</p> <p>Car parking – Barcroft is busy, and parking is difficult at times. More staff working from the premises, fortunately the neighbouring car park does offer a facility close to the Surgery.</p> <p>Lloyds Chemist, Durrington - from 26 May changed to Allied Pharmacies, clinical system in the process of updating details.</p> <p>GP consistency, demand is high so not always possible to see the same GP, or your registered GP, on each appointment due to working rotas, annual leave etc</p> <p>National Lottery Community Fund – how do we access this? – <b>Action: PPG</b></p>