



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting – AGENDA
 Monday 26 September 2022, 3pm

Present: T P-J, HP, RG, AB, KG, LM, M-A B, RB, S B-D, RP, AW

1.	Review Previous Minutes - agreed
2.	<p>Accessing the Practice Updated the Group on improvements, increased staffing levels, telephone lines, etc. Draft patient information flyer circulated for comments, suggest leaflet refers to ‘Appointments’. For further drafting, suggest pointing patients to go online, Practice website details at the bottom of the flyer, encourage patients to use IT.</p> <p>Duty Doctor telephone calls - patients do need to wait in for the Doctor, on-the-day calls are prioritized and calls can be at varying times during the day. Carers are encouraged to explain to the Receptionist on times available, to help avoid disappointment and missing a call back. Core issue is being able to speak to the Doctor. Physician Associates do assist the Duty Doctor. Continuity of care is important to patients.</p> <p>Telephone response says ‘at Barcroft’ whereas it’s a telephone appointment – change wording to ‘from Barcroft’. Action: Practice to investigate.</p> <p>Online appts – Nurse and Physio appointments available online, these are specific to the type of appointments ie blood test, blood pressure. Patient unable to book appointments online but can get an appointment with the Receptionists, confusing for patients.</p>
3.	<p>Practice Letters Access – patient letters and appointment messages are not saying the same and leading to some confusion. Action: to review in Practice</p> <p>SystemOne Online Appointments, back button – function does not work, to navigate via the Appointments tab. Action: to report to S1</p>
4.	<p>PPG Project – Twiddle Muffs – draft flyer circulated. HP knitted a stylish sample, thank you. To promote in the Waiting Room, as well as via a News Item on the Practice website, to encourage both samples being available for patients, and for patients to knit and contribute. Muffs can be donated to the Alzheimer’s Society. Action: PPG/Practice</p>
7.	<p>Practice HR Structure – basic structure circulated, PPG would like more details on GP/staffing levels, ie numbers. Elderly Care Facility position currently unfilled, recruitment ongoing. Action: for review</p>

8.	<p>Promoting the PPG and Recruiting Members</p> <p>Numbers are increasing, for review at next meeting and consider moving to a virtual group.</p>
9.	<p>Update following recent survey and appointments – analysis and results circulated</p>
10.	<p>Any Other Business:</p> <ul style="list-style-type: none"> • Transition Streets, bringing the community together – a project for the PPG to consider (www.transitionstreets.org.uk), ie helping with ways of saving electricity. Is there a local Church Hall where the Group could set up meetings? Good example, see Transition Town Totnes (www.transitiontowntotnes.org). To be reviewed at next meeting.
11.	<p>Date of Next Meeting – Monday 12 December, 3pm</p>