



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting – AGENDA

Monday 4 July 2022, 3pm

Attending: AB, R & H P, T P-J, RB, KG, PG, AW

1.	<p>Review Previous Minutes</p> <p>Amendments as per T P-J feedback: Names of previous PPG members joining the meeting</p> <p>Amendment to 4 The Care of the Older Person</p> <ul style="list-style-type: none">- ... recruitment is underway to reappoint the Elderly Care Facilitator. The PPG have been impressed by both the involvement and support given by the role and welcome the future return of the Tuesday Coffee Club. <p>Web links to item 5, for information</p> <p>Recipes - Blue Zones Paul Akers Website Lean Culture Lean Books Exeter Mindfulness Network - University of Exeter</p>
2.	<p>Accessing the Practice – ongoing issues</p> <p>Appointments become available at 8am for on-the-day, 10am routine.</p> <p>Statistics – telephone calls – how many, appointments ratio of online 80/20.</p> <p>Crib sheet – how to book appointments, useful for patients to have an easy-to-read guide.</p> <p>Physio/Nurses/Other Healthcare Professionals – more available to book online</p> <p>Telephone call mid afternoon, personal item how to speak to the Receptionist.</p> <p>Ask the Doctor a question – option for patients to consider via Practice website, by way of consult online</p> <p>Privacy in Reception – consider screen, or plastic booth</p> <p>Action: Practice</p>
3.	<p>Practice Letters – current communication and booking procedure</p> <p>Assumption that all nurse appointments can be booked online, discussed the various needs of patients required differing length of appointment times. Letters, assumption that nurses can be booked online.</p> <p>To look at increasing the availability of appointments online.</p> <p>Suggestion, amend the recall letter to make it easier for patients in understanding the booking process.</p>
4.	<p>Health Inequalities – update on project</p> <p>Slight adaptation of Practice website for IAPT, more visible and easier accessing by patients.</p> <p>Cancer screening – bowel, breast and cervical, additional Practice recall for patients to increase uptake</p>

	<p>Alzheimer's Muff – promote via Facebook and community pages. Pattern to be available and promote as a community project within the Practice. Consider a stand in the Waiting Room, have Twiddle Muffs available.</p> <p>Community Group My Black Dog, friendly Tuesday Club consider signposting Wilts Counsellor – Monica Defrendra – Health & Wellbeing – to email Social Prescriber to make aware and promote</p> <p>Action: Practice Action: PPG – Twiddle Muff community project; email details to be supplied</p>
5.	<p>SDH Trust Elected Governor (Anthony Pryor-Jones) – update</p> <p>Staff facing patients will wear masks.</p>
6.	<p>New Waiting Room TV and Patient Call System – in situ since 30.6.22</p> <p>Room numbers, suggested the names and numbers be clearer for patients as it is confusing in the long corridor.</p> <p>Action: Practice</p>
7.	<p>Practice HR Structure</p> <p>Request from the PPG to have a Practice structure</p> <p>Update on Elderly Care Facilitator recruitment, back out to advert</p> <p>Telephone direct, plan to offer different services when phoning the Practice, ie Reception/Prescriptions/Referrals</p> <p>Information leaflet for patients, how does it work – Reception, OOH, Walk-In Centre</p> <p>Action: Practice</p>
8.	<p>Promoting the PPG and Recruiting Members – posters/website</p> <p>News items both on the Patient Noticeboard and website</p> <p>How big do we go? If many more members, consider virtual PPG.</p> <p>Review at next meeting</p>
9.	<p>Update following recent survey and appointments</p> <p>Extended Access Survey, following the preliminary survey sent the PPG, 650-700 patients subsequently surveyed, currently analysing results. Report for next meeting.</p> <p>Action: Practice</p>
10.	<p>Any Other Business</p> <p>'My Doctor', would like to see regular doctor, helps with continuity of care. To feedback to the Practice.</p> <p>'My Surgery', worry that the Practice will be absorbed by Centene/Operose Health following recent news reports, have we been approached?</p>
11.	<p>Date of Next Meeting – Monday 26 September 2022, 3pm</p>