



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

**Monday 27 March 2023, 3pm**

1.	<p>Review Previous Minutes and Update:</p> <ul style="list-style-type: none"><li>(a) Telephone, music plays after pause connecting within the system</li><li>(b) SystemOne, online 'back' button function available via appointments</li><li>(c) Practice will quote the telephone number where possible within text messages</li></ul> <p>All agreed</p>
2.	<p>Barcroft's Physician Associates, Doris Ndegwa/Fran Lilley Information leaflet for distribution, apologies sent as unable to attend the meeting. YouTube information film available on website, Practice TV and Practice Facebook page. <b>Action: In Practice</b></p>
3.	<p>Barcroft's Social Prescribing Team – Stacey Luce, Team Leader To be reinvited to next meeting, current Social Prescribers have since moved on, a further update at the next meeting. <b>Action: Invitation to Team</b></p>
4.	<p>PPG Project - Twiddle Mat Update Project is moving forward, to make pattern available both via website news and in Practice. Promoting the project will begin to improve Alzheimer's awareness, as well as promoting the PPG.</p> <p>Thank you to both PPG Members for creating the poster and the idea. A dedicate table-top display to be created in the Waiting Room showcasing the mats, patterns and that we are looking for help and support to both knit, but also that this dedicated project can make a difference to patients. <b>Action: Table-Top Display</b></p>
5.	<p>Practice Leaflet Circulated a further draft. Discussion around 'do patients need to see a GP?'. Noted, Practice website has a lot of useful information available. Concern for those patients unable to use IT services.</p>

	<p>Accessing the Practice, problems continue and patients are still waiting too long on the phone. Telephone system is still cutting patients off.  <b>Action: Practice</b></p> <p>Messages on S1, questions raised as to why this was not available to patients via S1. Explained that not all functionality is available, also the pathway for patients to see a GP is either F2F, telephone or booking appointments online. The function to 'ask the Doctor a question' via the website is available.</p> <p>Progress with access, more locums working at Barcroft whilst covering GP sick leave, offering increased capacity.</p> <p>Fee services questioned, these services provide important support for patients where medical information is required, ie insurance purposes. To feedback to the Doctors.</p>
6.	<p>PPG Project - Defibrillators  <a href="#">The Circuit - the national defibrillator network</a>  Registered defibrillators synchronised with emergency services ensuring information is always up to date and is maintained by the Ambulance Service.  <b>Action: Poster referring to Emergency Services</b></p>
7.	<p><b>Any Other Business</b></p> <p>Elderly Care Facilitator – recruitment ongoing, consider contacting Town Council to financially assist with a venue reinstating the Coffee Club/Over 75 Club at the Amesbury History Centre. <b>Action: Elderly Care Facilitator</b></p> <p>NHS Birthday – 75 years – 5 July – more details to follow.</p> <p>Barcroft History – to distribute brief history of Penrose John Barcroft to PPG Members. <b>Action: Practice</b></p> <p>Car park – non-Practice users continue to use parking space.</p> <p>Covid vaccines – spring campaign planning underway, patients will hear very soon and be invited to the Practice. <b>Action: Practice</b></p> <p>PPG – thank you to the Practice for organising the regular PPG Meetings, allowing for actions and encouraging the Group. Recognised that problems in Practice are the same as those experienced at the hospital, ie communication, getting responses, patients continue to worry. The Group would like guests to join the meeting.</p> <p>Date of Next Meeting – Monday 26 June 2023, 3pm, Barcroft Medical centre</p>