



**Barcroft Medical Practice**  
**Minutes – Patient Participation Group Meeting**  
**Monday 1 November 2021**

Present: KG, PG, AW  
Apologies: AY, T P-J, HP, RP, DH, DQ, CF

### **1. Review Previous Minutes**

Appointments – survey underway seeking patient feedback. Number of advance appointments available prior to meeting, 1x tomorrow, 1x 17 November, not enough to meet demand if patients are asked to use online services. Health checks, patients currently book with Reception, but could book online.

Appointment processes in Practice have changed during Covid. Booster text messages received by patients who are then unable to book. Promote Tidworth via the in-Practice TV. Reminders are helpful.

### **2. Accessing the Practice**

Patient Questionnaire – underway, gaining feedback both via online survey and paper survey via Reception. Results will help shape future changes to the appointments system. Demand remains high and the Practice will be looking to offer more routine appointments, including those available to book online.

Telephones – expanding the Reception Team, recruitment ongoing. Auto Attendant now available keeping patients informed of position in queue.

Physio Appointments, to update details as patients to be asked to call Five Rivers Health & Wellbeing Centre, rather than Odstock.

How to keep patients in the know – Practice website, Facebook page – make it easy, some patients not needing to come in – what are the recurring queries?

### **3. Friends of Barcroft**

Donations - sale of books provides a small amount of funding which can be used to improve equipment, facilities, in Practice. The Friends of Barcroft collection buckets are also available both in the Main Reception and Upstairs Waiting Room. Discussion on renaming clinical doors and updating the signage as it can be all too confusing for patients as to who is where in the corridor. Consider numbers on doors.

### **4. Sunflower Lanyards**

Funding required, consideration of using donation funds – Sunflower Lanyards are used for easy recognition of hidden disabilities. Tesco may consider donating a small supply, for a PPG member to approach Tesco. To review at a future meeting.

## **5. Any Other Business**

TCOP (The Care of Older People) – promote the service to patients, recognising this is a huge benefit for patients.

Health Promotion - Get Wiltshire Walking, or Amesbury Walking Group– weekly meeting, Tuesdays, 10am, PPG Members support this and find it beneficial.

Waiting Room, TV – make better use to keep patients informed while waiting.

Promote the PPG – ideally a cross-section of age representation, all members of the PPG encouraged to help. Consider advertising on the in-house TV. To review at a future meeting – You Said, We Did

Meet The Team – to arrange a Coffee Morning, or similar informal meeting for Doctors and Staff to meet the PPG.