



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

**Monday 1 July 2024**

Apologies: AY

Attendees: R B, K G, T P-J, D W, J C

H P A C, J Y, A W, R Y, M P

1.	<p>Review last meeting Minutes.</p> <ul style="list-style-type: none"><li>. Local Upholster Update, thanks from the PPG for forwarding details, quotes have been received.</li><li>. Pharmacy supplies, suggestion of message on prescription – done</li><li>. Access and Capacity – see item 2</li><li>. Telephones Update – ex-directory numbers, or number withheld, means the telephones are unable to call patients back. Feedback, test results are not connecting patients, and says ‘not accepting anonymous numbers’. <b>Action: Practice</b></li><li>. Online records - done</li></ul> <p>Falls And Balance Update – known courses in Wiltshire. <b>Action: For Social Prescriber and over 75s Club</b></p> <p>Confidential matters –signage for Reception – done</p> <p>Ipads/Tablets – Reception can now show how booking of appointments online, or requesting medication, looks using the online function. Patients to ask at the Reception desk.</p>
2	<p>Dr Jonathan Hughes, GP Partner attended the meeting. Reviewing Access &amp; Capacity:</p> <p>Using Footfall via the Practice website, Ask the Doctor, clinical queries normally go to the GP as a task, who decides on course of action ie, needs an appointment, or medication, etc.</p> <p>More appointments are available for patient to access. The Practice recognises online doesn't suit everyone, the wait on the phones is still long.</p> <p>Reception has ongoing recruitment and difficulties retaining staff, funding General Practice has gone down, running costs have increased.</p> <p>Barcroft's access is better than a lot of Practices for on-the-day with an acute problem, the Duty Doctor is always full and will add to the list or see extra patients. Other Practices when the list is full, ask patients to speak to 111. At</p>

	<p>Barcroft the clinical team want to see patients, there are some appointments the GPs can book patients into.</p> <p>How do you see a Doctor? Other Practices complete e-consult, Barcroft has pushed back on this but it might be something we have to do. We want patients to make the decision themselves if they need to see a Doctor. Appointments are available every day, becoming available at different times - note appointments can only run 2 weeks in advance, meeting the requirements of NHSE. Barcroft could consider a sit-and-wait clinic but this has issues for a lot of people.</p> <p>Econsult not preferred by PPG, note 45% over-65 patients are computer savvy.</p> <p>Patients triage themselves – those clinically urgent are added to the Duty Day list, acute = short term problems. Appointments regularly get used up whereas clinicians could triage via econsult. Currently we allow 80/20 breakdown of appointments booked online, this allows for a small cohort to be able to phone.</p> <p>Barcroft has to manage with the resources we have.</p> <p>Booking appointments, more F2F for Salaried/Retainer GPs have become available in the last couple of weeks, Partners have a mixture of telephone and F2F – ie suits working patients and offers alternatives for patients. This breakdown has been debated at the Practice between telephone and F2F, there is no perfect model.</p> <p>Out of core hours, there's not a huge amount of appointments at weekends, some available on Tuesdays and Wednesdays evening.</p>
3	<p><b>Coffee Club Update</b></p> <p>Stacey Luce, Social Prescriber, joined the meeting. Previously known as the Coffee Club, the <b>Over 75s</b> Club will start mid August, running weekly or fortnightly over 8 weeks and will be a rolling programme. GPs and Nurses can refer into the Group, aimed at those who do not need full social prescribing. The Club will meet at Barcroft, invitation template letter outlines the aims and content. Speakers will attend most weeks. Paper referral form for patients to complete who can self refer to the Social Prescriber, in turn triaging the referral. Aim is for the programme to run long term.</p> <p>Week 1 – introduction – social isolation, 5 ways to wellbeing  Week 2 – physical activity – Go Out-Get Active, falls prevention  Week 3 – safety, aids, equipment, mobility, fire safety  Week 4 – digital inclusion, Library  Week 5 – health promotion, healthy weight coaching, general discussion, meals-on-wheels,  Week 6 – later life, future planning, Lasting Power of Attorney, Wills, how to have the conversation with the family  Week 7 – money, welfare, blue badge</p>

	<p>Week 8 – TBC</p> <p>Some groups happy to come and present to the Club. Noted, Silver Salisbury, expanding into Amesbury area. Information leaflets will be available. <b>Action: Practice</b></p> <p>PPG Project – informal voluntary meeting, cohort of the PPG to meet either in a local Coffee Club/Pub in Amesbury, providing the support link in the community. <b>Action: PPG</b></p> <p>Coffee and cake provided for the Over 75s Club, and members of the PPG are invited to join and will encourage to meet externally. Promote gardening group. Anticipated day, Thursday or Friday.</p>
4	<p><b>Follow up GP Appointments Timescale</b> Unable to be booked up to 4 weeks ahead due to GPAD data extraction data and current primary care guidance.</p> <p>NHSE has stipulated 2 weeks, can occasionally book ahead, being recorded as an exception.</p> <p>The team at Barcroft are doing their best, the Partners are genuinely worried about the next 5-10 years. Increasing the registered list size increases NHS funding allowing the Practice to employ more staff, ideally wanting the list size to increase. Do we have capacity? Yes, we have increased the clinical team.</p> <p>Dr Hughes explained a typical GP day and how the workload is broken down.</p>
5	<p><b>Any Other Business</b> Veteran friendly – people unaware, promote via TV, news items on the website. <b>Action: Practice</b></p> <p>Blood pressure monitors – patients to ask Reception.</p> <p>Application for another chemist in Amesbury (Hatherby) – submission to the Town Council, debated on Tuesday 2 July, previous research shows no need another chemist.</p> <p>Salbutamol – noted shortage.</p> <p>Promote skin cancer and health awareness on patient TV and website. <b>Action: Practice</b></p> <p>Covid autumn vaccination programme will be carried out in Practice.</p> <p>Patient Information – if seeking advice or supply of medication from a chemist whilst away, patients to research the local chemist in the area where staying, or phone 111.</p>

PPG Member, as SDH Governor, can the Practice help with planning patient appointments? Adding to referrals known disabilities - may need a carer who helps the patient, hearing difficulties, sight problems, language interpretation, veteran, or caring responsibilities. **Action: Practice**

PPG expressing thanks to the Reception Team.