



BARCROFT MEDICAL PRACTICE
Minutes - Patient Participation Meeting

Monday 25 March 2024, 3pm

1.	<p>Review last meeting Minutes. Local Upholster Update – information of two suppliers received, the Practice will follow up with regards to re-covering Waiting Room chairs. Action: Practice</p> <p>Pharmacy supplies update – medication supplies have improved but whilst the NHS App will show the prescription has been issued, it does not allow time for the Pharmacy to fill the item. It was suggested the message on our repeat medication refers to ‘prescription will be ready for collection in 7 days’. Pharmacy2U (controlled drugs, patients need to wait in all day for delivery) and Allied are popular with patients. Boots problems mainly IT related, recent joint meeting very helpful with positive outcomes. Action: Practice</p> <p>Access and Capacity Update – booking appointments has improved, appointments are released throughout the day and meets the required timeframes. Duty Doctor appointments are available daily however these are for clinically urgent conditions.</p> <p>Telephones Update – patients reporting the phone rings and rings, a call has been logged with Focus to resolve issues. Action: Practice</p> <p>Test Results – the system is not set up to automatically inform patients of their results, still requires the clinician to review.</p> <p>Urgent care – member reporting can no longer find urgent care, local facilities - Emergency Department, Salisbury Hospital or the Walk-In Centre.</p>
2	<p>Follow up GP Appointments Timescale The group asked if some appointments could be available up to 4 weeks to allow for making follow up appointments. Currently patients phone on the day. This would help plan diaries in particular for carers and hospital appointments. Action: Practice</p>
3	<p>Coffee Club – deferred and to reinvite Stacey, Social Prescriber Lead to the next PPG meeting.</p> <p>Discussion points - patients are known, IT issues raised, patients have direct access for advice, noted staffing had been difficult for the Elderly Care</p>

	<p>Facilitator role.</p> <p>With pressure on the clinical space and facilities at Barcroft, this restricts opportunities for other organisations, or religious connections.</p>
4	<p>Falls And Balance Update (PPG Member, RB)</p> <p>Tewesbury balance classes – can help reduce calls on GP appointments, improving balance and spots early signs of frailty, helps prevent falls and patients gain confidence. Is this something Wilts Council might consider? Strength, balance and support classes in Tewkesbury YourCircle www.yourcircle.org.uk</p> <p>Barcroft offers physio for patients over 75 in our specialist clinic.</p> <p>Consider a guide for patients, also a subject for the Barcroft Coffee/Wellbeing Club.</p> <p>Action: Michelle, Social Prescriber</p>
5	<p>Any Other Business</p> <p>Ipads, Barcroft, for use to help patients with online services, can use to demonstrate logging into the system, how to request repeat prescriptions, book appointments, or cancel appointments. Action: Practice</p> <p>Ask to speak the Receptionist if a confidential matter – patients can ask to speak to the Receptionist in confidence away from the desk. Action: Practice, posters/information</p> <p>Online records – patient can view their online record. PPG member is having problems with viewing the record. Action: AW</p>
6	<p>Date of next meeting – Monday 1 July 2024, 3pm (note new date)</p>