



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

Monday 15 January 2024, 3pm

1.	Review Previous Minutes – all agreed
2.	<p>Learning and Supporting Patients with IT – Jon Hargraves, PCN</p> <p>Local Council Wellbeing Group and access Library Service, location for IT services. Can signpost to the Library, on Thursdays – to distribute information.</p> <p>Learn my Way – language in early part a bit difficult to understand, same video via link. Can make it difficult, assumes the level of understanding, ie stage 2 rather than stage 1 learning.</p> <p>Help needed more on how to use personal devices.</p>
3.	<p>Coffee Club – update</p> <p>Strength of Michelle, Social Prescriber, links with other clubs, get people in to make feel comfortable. Local Council site, Catholic church – parking, no information, good starting point.</p> <p>Previous club covered worries, helped people being together, prevented Doctor appointments, or created a Doctors appointment. List of things to do, could do with including St Melor.</p> <p>Friendships build from the club. Further update at next PPG meeting, plans to re-commence Spring 2024.</p>
4.	Wilts Council, Falls & Balance – RB - deferred
5.	<p>Any Other Business</p> <ul style="list-style-type: none"><li>• Local Upholster – Wilton, forward details and Winchester Street, Salisbury</li><li>• Pharmacy supplies – problems of patients at Boots The Chemist, still have staff shortages and some items low in stock. Possible Pharmacy closure, concentrating of health and beauty. Barcroft collect prescriptions in 2 days, extend period from 7 days to 10 days (incl weekend) for repeats. Position has improved reduced to 20%, was 40%. Does the PPG want pursue with Boots? Pharmacy Team did discuss this. Has improved. Can S1 say collect for more than 2 days</li></ul>

	<p>for antibiotic or pain relief, or 7 working days, monthly prescriptions. Raised with Wilts Council, what can be done, more patients, more prescriptions. Staff at Boots very good and patient. Pharmacy2U deliveries need to wait in all day. Any improvements that we can do? Tesco, planning agreed as long as no chemist, correct decision at that time.</p> <ul style="list-style-type: none"> <li>• Twiddle Muffs, all delivered to Buckland Court, thank you to all who have contributed to a successful project.</li> <li>• Barcroft – appointments, capacity and access situation, online access, App logins increased since Sep, website activity jumped, infrastructure with housing not matching increasing demands and population increase.</li> <li>• Test results, telephone rang and rang, or continue to kept on hold – another option to be available and call back, same as appointments. Patients find they are not being called back.</li> <li>• Prescribing – out of stock, or no longer available, patient directed back to the Practice, patients being given the run-around, frustrating.</li> <li>• Results, S1 marks up Patient Informed, is this automatic for normal results?</li> <li>• Dr Sheyi Pemsel, Senior Partner</li> </ul>
7.	Date of next meeting – Monday 25 March 2024, 3pm