



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting – Minutes

Monday 30 September 2024

1.	<p>Review last meeting Minutes – agreed.</p> <p>Access (Secondary Care) - Skin cancer referrals, known long wait and increased number of referrals, PPG Rep will pass back to Salisbury Hospital. Patients are advised to contact PALS to make a formal complaint. PALS (salisbury.nhs.uk)</p> <p>Referral timeframes determined by the Government directive, hospitals have timescales, patients have a choice to go private. Hospital aware of the problems with patient waiting lists.</p>
2	<p>Over 75s Club</p> <p>The group suggested by way of promoting the Club, posters be put up in the Practice, the project feels like it needs driver. Action: Practice</p> <p>Discussions on how singing can increase brain power which helps stop dementia. Methodist Church and Countess Court offers opportunities for people to join, there are many events in the Amesbury area people can be encouraged to join – Local Trader lists local organisations and contact numbers. Clubs may ask for a donation or small fee, or this could be an opportunity to help a community activity. Suggestion that the PPG Notice Board in the Waiting Room be used for ‘What’s happening this week?’, it’s a small pinboard, could be ideal for local events. Action: PPG</p> <p>The group are keen to encourage people to participate in community projects, useful activities can reduce the need to see a Doctor.</p>
3.	<p>Reasonable Adjustments</p> <p>Following a PPG suggestion to include reasonable adjustments, ie patient information within the referral forms (disabilities), the Practice raised this with Ardens (clinical system software). After discussions with the ICB, agreement was given for Ardens to review referral forms, updating the referral forms and extracting relevant information from the patient record. The work is expected to be completed by mid November 2024, all referral forms in the area will be reviewed.</p> <p>Hospital Clinics – patients have been grateful for the Spinal Surgeon clinics being moved nearer the Car Park, originally situated at the furthest point in the hospital, and particularly difficult for patients with mobility problems.</p>

	Can Salisbury Hospital relocate the Respiratory Clinics away from the hill? Action: Practice
4.	Accessing the Practice – deferred to Extra PPG Meeting on Monday 7 October
5.	e-Consult – deferred to Extra PPG Meeting on Monday 7 October
6	<p>PPG Items:</p> <ul style="list-style-type: none"> • Blood pressure checks for Over 40s – advertised in Allied Pharmacy. National campaign and raising public awareness. • GPs capping appointments – the Practice is not currently limiting patient contacts per clinician. • Feedback from PPG members, patients like to keep continuity with their registered GP. Depending on availability, patients can select their GP of choice via online services. Over 75s often have multiple problems, it's difficult to keep to one problem per appointment, and patients with a long or complex medical history take longer to explain their problems. Patient can ask if double-appointments are an option. Continuity of care can save time. Feedback for GPs • NH1S111 offering a new mental health service
7.	<p>Any Other Business</p> <p>Application for a further chemist in Amesbury – the company are appealing, came before Town Council, nothing to add to the process, no comment to make. Discussed it was a good idea, chances low, pharmacy assessment in 2022 identified only a need for two premises in Amesbury. Same issues with supplies at both sites as the same provider. According to the NHS there are two chemists in Amesbury and sufficient in the area. Patients do not see how many prescriptions are issued in the area or know the population. The assessment formula suggests only two chemists are needed. Feedback from PPG, urge subscribing to text alerts from chemists.</p>
8.	Date of next meeting – Monday 16 December 2024, 3pm