



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

**Monday 31 March 2025**

1.	<b>Review last meeting Minutes</b> – all agreed
2.	<p><b>Patient Safety (standing item)</b></p> <p><b>Waiting Room</b> - patients are finding it difficult to hear when being called to their appointment and it's too quiet, plus difficulties seeing the display screens as blocked by the free-standing screen. To consider moving the chairs – prior to Covid there were chairs in the middle of the waiting area.</p> <p><b>Signage</b> – difficulty knowing where to go, and who is working on the day, and in which room. Can the signage be updated?</p> <p><b>Continuity of Care</b> – discussion on continuity of treatment with the same Doctor as patients do like to return to see the same clinician. Depending on availability, patients can book appointments with the same Doctor. Work continues with access and capacity, with the Practice increasing the number of Doctors but demand is greater than the appointments available.</p> <p>PPG member feedback on problems experienced following a recent hospital admission with time restraints/one problem only with the appointment. The Practice does provide longer appointments for our Over 75s patients to review complex medical needs, but the number available are limited. Recommended that patients talk to Reception.</p> <p>Advanced booking of Doctor appointments are available up to 2 weeks.</p> <p><b>Feedback</b> – Member reported back on treatment of a medical condition, received excellent care seeing the Nurse, with an appointment with the GP in the afternoon.</p> <p><b>Access</b> – Member reported back of a good experience with the Walk in Centre, after problems accessing the Practice, it's not easy by phone and can take a long time. It's also difficult speaking to a Doctor at NHS111.</p> <p><b>GPs, Special Interest</b> – are there special interests to the GPs at Barcroft which can be promoted to patients?</p> <p><b>Interpretation service</b> - available on request.</p>

3.	<p><b>TCOP (Elderly care) – Over 75s Group</b> – referrals are made to our Social Prescriber. Can there be notices in Reception promoting the service?  <b>Action: Practice</b></p>
4.	<p><b>Government GP rule changes “family Doctor model”</b> – more funding is coming into Primary Care as promised by the Government. Wanting to make it easier for patients to book appointments and bring back the family Doctor, as detailed in the new deal.</p> <p>Clinical schemes in Practice for 25-26 aims to improve CVD prevention.</p> <p>Public Health – widely promoting Stop Smoking in the Wiltshire area and initiatives to support patients who are ready to quit smoking.</p>
5.	<p><b>Vaccinations – would you like to help?</b> Members would be happy to help with vaccination campaigns, ie Waiting Room area – flu season.</p>
6.	<p><b>PPG Chair</b> – after discussion the Group are happy with the current arrangement of Angela facilitating the meetings and being the link with the Practice, rather than a PPG Member as Chair.</p>
7.	<p><b>Any Other Business</b></p> <p>Veteran Friendly Practice – Members reporting of flying the Union flag upside down on the screen. <b>Action: Practice</b></p> <p>Telephone – the telephone message to say the Practice is full, it’s too quiet, then the message changes and normal sound resumes. <b>Action: Practice</b></p> <p><b>Reception</b> – the telephone number for Reception is the same number as the Practice main line. Patients are finding it easier to call into the Practice, avoiding the long wait on the phone.</p>
8.	<p><b>Date of Next Meeting</b> – Monday 23 June 2025, 3pm</p>