



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting – Minutes

Monday 13 October 2025

1.	<p>Review last meeting Minutes:</p> <p>Review of Previous Minutes and members outstanding to sign Terms of Reference.</p> <p>Military Veterans flag altered on the home screen but not changed within the film on the patient TV.</p> <p>The Practice is not involved with the decision process on alternative pharmacies – patients can consider Pharmacy2U or other local Pharmacies, ie Durrington. Acute prescriptions are sent electronically to Pharmacies - prescriptions are signed off at various times during the day by the GP.</p>
2.	<p>Telephones:</p> <p>Open 8am-6.30pm, Monday-Friday, Contact made to the Practice Team will be considered - requests for an appointment or medical advice - and replied to within one working day. Contacting the Practice online available 8am-6.30pm, Monday-Friday.</p> <p>Callback</p> <p>A recurring problem with patients in the telephone stack, the call is answered but the message then says ‘cannot take the call at this time’. Is this because the phones are turned off and not taking any more calls? The issue is not with ‘withheld numbers’. For investigation.</p> <p>Can online consultations be available 24hrs?</p>
3.	<p>Patients with long-term conditions to receive help from charities – Gov website:</p> <p>Patients with long-term conditions to receive help from charities - GOV.UK</p> <p><i>The service, due to be launched in 2026, will support a quarter of a million people in its first 2 years and focus on areas like diabetes, mental health and lung conditions. It will be scaled up to reach hundreds of thousands more over the coming years.</i></p>

	<p><i>In its first stage, launching in 2026, Diagnosis Connect, will focus on patients diagnosed in primary care - such as at their GP surgery. Patients will be automatically connected with specialist charities that offer helplines, information, local support groups and services tailored to their condition.</i></p> <p>The Government is not funding charities, feedback potentially defusing responsibility to charities who are strapped for cash.</p> <p>Carers Charity advice is to go to the GP. Double appointments, can this be part of the registration process for veterans and carers?</p>
4.	<p>Thank You: PPG Member support for the Flu/Covid vaccinations on Saturday 4 October 2025.</p>
5.	<p>AOB: Covid and Flu Vaccinations – mis-communication in booking patients, to feed back.</p> <p>Telephone DD list is full for the day, message is very quiet then goes to full volume. Problem has been raised before. Recurred perhaps with software update and will be fed back for investigation.</p> <p>JC, not seeing patient record, suggest trying the NHS App.</p> <p>What is contained in the Summary Care Record? Allergies, repeat medication, clinical observations and findings, treatments, investigations, administrative procedures, care professional documentation.</p> <p>NHS App - Doctors and Nurse appointments are available via the App, depending on capacity.</p> <p>TV – patient call – can we use the full name for the Doctor?</p> <p>Recruitment for both the Reception and Nursing Teams are ongoing.</p> <p>Continuity of care – members keen to feedback that it's preferable to see the same clinician. If appointments are available with the clinician of choice, there are no restrictions for patients, availability is limited.</p>
6.	<p>Date of Next Meeting: Monday 15 December 2025, 3pm</p>