



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting – Minutes

Monday 15 December 2025

1.	<p>Review of Previous Minutes:</p> <p>Patient TV – veterans film with a newer version (members to check) Patient Call Screen – now shows GP names Call Back – should not be a problem, phones open 8am-6.30pm, if any future issues, members to provide examples – suggested wording, ‘if you want a call back ...’ Duty Doctor phone message now clearer</p>
2.	<p>Changes for Patients accessing the Practice in January 2026 (Dr Jonathan Hughes)</p> <p>eConsult move in January 2026 – Dr Hughes previously joined the meeting around a year ago, the project didn’t go ahead but we are now moving forward. Draft letter for patients was circulated which will be sent to patients very soon.</p> <p>Diagnosing – potentially from using eConsult. Patients log on via the internet, Reception will be able to assist and will go through a few questions and the clinician may phone, or book appointments direct or send booking links from the clinical system sending a message for a routine appointment.</p> <p>Seeing ‘your doctor’ – urgent same day, potentially patients have a choice, patients will be sent a booking link and can choose from the Doctors on duty that day. Routine appointments, similar options through a booking link, patients can add who’d they like to see.</p> <p>Nationally Practices are being encouraged to use digital systems, anyone can book direct via this route.</p> <p>Landline and poor internet coverage – Reception will continue to be available for patients, with not so many patients phoning there will be better access via the phones. Plan – patients who phone the Practice, our Receptionists will take them through the same triage process. Everything will still come into the Practice the same way. For follow ups it will be the same process.</p> <p>Hours – this will be our core hours – 8am-6.30pm – may have it available earlier but that’s undecided on managing the day-to-day.</p>

	<p>Access is available on our website which will launch the Anima platform and should link in with the NHS App.</p> <p>Can I book a blood test and blood pressure test? Currently unavailable at the moment. Blood tests appointments are available online, blood pressure appointments not standard, like ECGs, making it harder to standardised. Already some availability but limited, we're expecting patients to be able to book two appointments with the new system if needed.</p> <p>Reason for change – national push, Practice is aware not managing patients getting through the front door. Generally people are happy, issues are getting into the system.</p> <p>GPs will still be able to plan patient care, ie book appointments in the future.</p> <p>Doctors, we have had a lot of locums helping us, but in February we will have two new Doctors joining the Practice and will have more regular cover, should improve access. Patients are more complex with increased demand affecting the call on the service.</p> <p>How many Doctors should Barcroft have? The Partners did look at the number of appointments in the summer, this resulted in additional recruiting. Barcroft is a Training Practice and we have two Trainees working as a Doctor but these will leave their placement in early spring.</p> <p>Doctors will see everything that comes into the Practice via Anima – is there a case for Administrators dealing with it? The theory - Doctors have the most clinical knowledge and are able to direct patients to the right place. Other healthcare professionals may be more cautious in patient treatment. There are different work streams – admin, pharmacy, etc. The Anima software will do some of the streaming. In terms of efficiencies, this should make it better. Anima summaries from patient contact is effectively for the Doctor.</p> <p>Anima Document Processing – software currently used for document flow. Some 400 GP Practices using this product. IT reassurance, yes NHS accreditation. Security levels same as we currently use.</p> <p>Launch - overnight switch on, there will be an adjusting period.</p> <p>Letter expected to be circulated to Practice patients very soon.</p>
3.	<p>PPG Member Project Proposal (RB):</p> <ul style="list-style-type: none"> (i) Health Information/Awareness – Blue Lights/LED Lights – news article – Alzheimer’s Research Association, light pollution may be linked to an increased Alzheimer’s Risk – Frontiers news article Sep 24. (ii) Youth PPG – the Practice is keen to have representation across different age groups. Creating a youth PPG raises questions around consent (14-16 year olds). Raising awareness that could

	<p>support young people with new ideas, particularly in relation to technology, it would be useful to have their views and it might support Technology and Design projects at school, an example could be 'are there any gaps' and 'missing anything'? Promoting via the Practice website or Facebook page and consider an anonymous response. Action: Practice</p>
5.	<p>AOB: Veterans - is there an icon to identify veterans on S1? TCOP appointments, 20 mins are at the Doctors discretion. Continuity of care – can save time although seeing different Doctors can change different treatments, which can also be beneficial.</p> <p>'Thank You' for Reception, from a PPG member.</p> <p>Withheld number – unfortunately the call back function is unavailable for anonymous numbers.</p> <p>Blood Donors – blood transfusion – helps in times of need, service would benefit from promoting in Practice – provides a free mini health check when donating. Circulate link to national campaign. Action: Practice</p>
6.	<p>Date of Next Meeting: Monday 2 March 2026, 3pm</p>