



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting - Minutes
Monday 2 March 2026

1.	Review Previous Minutes – blood donor promotion and Youth PPG option, outstanding.
2.	Guest - Lee Rockingham, Digital Engagement Officer, BSW Integrated Care Board (ICB) <ul style="list-style-type: none">- Over the course of this year the ICB name will change in line with the national programme, clustering with Dorset and NE Somerset and merging, with the core function remaining the same.- An ICB is a statutory NHS organisation, allocates money available to services based on need. ICBs replaced Clinical Commissioning Groups.- The ICB recognises since Covid they not engaging with PPGs. Since 2015 it is contractual requirement to have a PPG. Aim - to discuss Practice issues and experiences. Recruiting for PPGs, how difficult it is to recruit, and how can we grow membership?- Model - meeting at Practice level rather than PCN led, most meet quarterly in person, some virtually often with a large email base. Age groups, struggling to recruit working age group, eg 3pm difficult for working parents.- Plan – make sure patient voices are heard, the ICB are present and visible. Idea of PPG as being a point of contact for patients and build relationships.- Q&As: Lee’s role is at ground level, meeting people.- Current PPG age group have a bit of time when they can help. Despite what is raised by the group, ie not enough medical practitioners being available, healthcare is limited.- Consider the amount of people in the town, constantly growing, extra strain Practices.- IT issues in rural parts of Wiltshire, ie not enough band width, creates problems with IT based systems.

	<p>- Issues for Practice, staffing/appointments.</p> <p>Macro ICB, Micro Practices – engagement projects. Healthwatch surveys and the ICB help with that. Neighbourhood health and frailty, want to bring the initiatives to the Practice. Not all PPGs are the same. Suggested a leaflet to describe what the ICB does, is this available?</p> <p>ICB surveys are virtual – elderly, infirm, unable to engage. PPG is about patients.</p> <p>Action: TOR to send to Lee</p>
3.	<p>Update on changes accessing the Practice</p> <p>Anima questions, which box to trigger a Doctor’s response?</p> <p>NHS App – replies limited by space ie requesting a blood test. Patients can still phone the Practice.</p> <p>For review at the next meeting – break down on telephone calls.</p>
4.	<p>Any Other Business - none</p>
5.	<p>Date of Next Meeting – Monday 8 June 2026, 3pm</p>