



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting - Minutes
Monday 8 June 2026

1.	Review Previous Minutes – all agreed
2.	Accessing the Practice – Anima Triage – review post implementation January 2026 with update on changes in accessing the Practice (TS): Calls have reduced, we've created a Mini GP Clinic for making phone calls, 90% of calls in the system are dealt with on the day. Of those which do need a routine appointment, 70% are having appointments within a week. We are releasing appointments 1-2 weeks ahead. We are continually reviewing Anima. Anima activity - 81% are requests from patients, 19% via Reception, on average 24 cases a day through Reception. Average 100-126 cases a day. Anima is saving appointments, there's reduced duplications with telephone and F2F appointments. We have recruited 2 GPs – Dr Fredy Prasanth Raj and Dr Gunay Cryer. Dr Leesha Pun is with us and Dr Vanessa Hayden is on maternity leave. Nurse appointments can be dealt within Anima, demand is higher than capacity for bloods, currently recruiting for a Phlebotomist. Vaccinations are now with Practice Nurses only. FFT – feedback tells us patients like the flexibility using Anima, it is only available during core hours. Good feedback from PPG members, things are better for patients.
3.	Collective Action – New GP Contract/Data Sharing Agreements (May 26) Practices - no contractual obligation to share data, ie sharing is wholly voluntary, no professional obligation upon the practice to share the data, and no statutory or mandated Data Directive requiring the data flow. Collective Action continues. Single record – Government muting, concerns with security although it would seem to be more efficient. Practices can currently see letters, test results ReSPECT forms via the ICR (integrated care record) dashboard.

4.	Youth PPG – to gain the views of our younger patients, we have an anonymous survey available on the Practice website. We are interested in their views to help shape the future of healthcare and digital support for young people.
5.	Carers, Veterans, Cared For – a request for a tick boxes on referral forms or referencing to, in the referral letter, to support awareness and improved patient pathways at Salisbury Hospital: To push back to both the hospital and BSW ICB – referral forms and pathways, the request is to re-look at co-ordinating this information. In Practice, ‘Carer, Veterans, and Care For’ is coded if the information is available. Patients are encouraged to let us know. The Practice is always supporting of our Veterans, patients are encouraged to let us know of their status. (1) To look into relevant coding appearing on the Patient Home Screen for Doctors and staff. (2) Training for Secretaries on coding, aiming to extract information for a patient referral. At Bournemouth Hospital, there is a battery train for those patients using wheelchairs - a suggestion for Salisbury Hospital. Action: T P-J
6.	Any Other Business Lee Rockingham, BSW ICB, feedback after visiting the PPG in March 2026, deferred to next meeting. Spiritual – transition movement – communities dealing with mental health, does this tie in with supporting and helping patients? The ‘Silent Minute’ was an historic movement dating back to the 1940s. During the Second World War people would unite in meditation, pray and focus. The Silent Minute organisation continues to promote a daily moment of reflection and specific peace pray at 9pm local time – www.thesilentminute.org.uk
7.	Date of Next Meeting – Monday 7 September 2026, 3pm