**BARTON HOUSE GROUP PRACTICE**

**Patient Participation Group (PPG) Meeting**

**Thursday 12th September 2019**

**Time: 1.00pm**

**Present:** Amanda Ascott (AA), Vicki Fox (VF), Janice Nicholls (JN), Tariq Saleem (TS), Ida Scoullos (IS), Larraine Worpole (LW), Rita Young (RY), Dr Matthew Bench (Chair), Blessing Nwachukwu, Dipa Begum.

**Apologies:** Ayse Ahmet, Chloe Desouza, Pamela Guest, Kerr Hilarie, Elizabeth Pillar

Dr Bench welcomed the group and thanked them for taking time to attend the meeting.

1. **Matters arising from last meeting**: Introduction of Patient Partner, the new automated telephone appointment system had been delayed. This system would allow access for patients who are unable to book appointment via the internet. This would allow patient to book appointment in alternative languages as well.
2. **Feedback from the network PPG meeting**: Dr Bench explained that the last Network PPG meeting held at Barton House was not Barton House PPG meeting and therefore not the correct forum for patients that expressed their disappointment with the new appointment system. The Super PPG Meeting was held to discuss the Neighborhood Network that had been introduced. The idea of this is for groups of local GPs who are in the network would offer services like social prescribing, which is a service that would sign post patients who are isolated to other services like the Befriending service. Discussion still ongoing. Additional Staff funding is available to recruit staff like a pharmacist who is not the same as the community pharmacist.
3. **Staff news:** Dr Lauren Ward had gone on maternity leave, Dr Woodhouse will be returning in October, Dr Des Turner had joined, another new GP starting in October. A new Receptionist started in September and one of our Reception Supervisor has been promoted to work upstairs.
4. **Flu season**: The Flu season is here and the flu clinics will start last week in September. Letters has been sent to all over 65’s. Members are encouraged to have their flu vaccine in the Surgery.
5. **Major work in Reception Area**: A partition will be put up in Reception between the back office and the front desk, giving space/privacy to back office. Talked about future development that Barton House might be relocating elsewhere.
6. **Group Consultation:** Talked about Group consultation, bringing patients together to discuss health concern, ie diabetes. IS mentioned Community activity happening on 16th October, organized by NHS Community Voice, its aim to get residents views on the future of Health & Care Services?
7. **Should we change the meeting time?** It was unanimously agreed by members that the meeting time should remain the same (1.00pm to 2.00pm). There is drive to recruit new members to the group. Information is available on the website, waiting room as well as at the point of registration.
8. **Next Meeting – 14/11/2019 at 1.00pm**