Barton House Group Practice

Virtual PPG Meeting

Minutes of the Virtual PPG Meeting

Held on Thursday, 7th July 2022 at 1.00 pm

Chaired by Dr Amy Chapman (AC)

1. **Attendance:** Dr Amy Chapman (AC), Blessing Nwachukwu (BN), Linda Wilson (LW), Linda Baily (LB), Dipa Begum (DB), Elizabeth P (EP), Ida Scullos (IS),
2. **Apologies:** **Janice Nicholls, Hilarie Kerr, Amanda Ascott**
3. **Welcome and Introduction**: BN introduced Dr Amy Chapman (AC), as a new PPG Member.
4. **Updates From Barton House GP**:
* **Staff:**
* **Retirement:** Dr Bench & Dr Clouter have retired as Partners; Dr Chapman is now a Partner.
* **New Staff:** Dr Eleanor Denny has joined the Practice as a GP Registrar. 2 Receptionists have left the Practice, and we have recruited 3 new members of Staff.
* **Maternity**: Dr Freeman has returned from Maternity Leave, and will be joined by Dr Drew in November. With Gps returning, continuity of care should be resumed.
* **New Website:** Feedback: (LW), good & interesting, (IS), works well, feedback to CCG, sign postings to other services in Hackney.
* **Appointment System**: Signposts to online services, and 24-hour appointments available ie for Smear Clinics, and Flu Clinics. No message to inform patients once GP appointments are gone, this confuses patients.
* Currently only able to book face2face appointments with the Nursing Team for Chronic reviews etc. For continuity of care, Micro Teams have been set up, if the usual GP is not in, another GP from the same team will continue with care.
* **New appointment System:** Klinik, Online Consultation as part of Government plans. Patients will complete an online form, GP will triage and book appointments, and direct to other services if required. Provisions made for all patients, ie if patients are unable to use the Internet or complete the forms, patients can call in and speak to a Receptionist or come in and forms will be completed on their behalf. (IS), worried about complaints & patients with language difficulties. Receptionists & rest of Staff will need additional training. Currently Klinik software being built for the Practice will inform patients once complete and ready to launch.
* **Duty Doc**: Once all of the day's appointments are gone, if medical emergency, the Receptionist will liaise with Duty Doc, so the patient will be seen.
* **Extended Hour:** Practice required to do 10 hours extra, currently hours on offer, are 7.30-8. am, and 6.30-8 pm. PCN would like feedback on the current system.
* **Patient Survey**: A survey was sent out to patients, asking them which services they would like to be on offer, as PCN recruiting more allied health workers, and various clinics to be available to patients throughout Hackney as part of Extended Hours Clinics. Barton House is part of Clissold Park PCN, one of 4 practices. New hours (including Saturday clinic and services to be in operation in October, this will mean BHGP, will have to offer new hours in October, still in discussion on how to do this.
* **Patient and Carer Feedback /Q&As**:
* **Future Meetings**: Asked PPG members if they wanted to have a meeting in person, (IS), is happy for the meeting to continue via Teams.
* Autumn covid boosters: will be in September, probably alongside Flu vaccinations, clinics most likely will be on Saturdays.
* **Replacement for retired GPs**: still ongoing, due to lack of GPs staying on in the NHS.
1. **Summary and Close:**
2. **Date of Next Meeting:** To be confirmed