Barton House Group Practice

**Agenda**

**Barton House Group Practice Patient Participation Group (PPG)**

**Thursday 28th September 2023, at 1.30pm – 2.30pm**

This meeting will be a hybrid, meaning patients are welcome to join via Teams, or come into the practice.

Present:

Blessing Nwachukwu (Practice Manager

Dipa Begum (Assistant Practice Manager

Dr Amy Chapman (GP Partner)

Tatiana Robb  (Together Better)

Lisa Haywood

Wendy Davey

Anne Cooper

Elizabeth Pillar

Apologies:

Linda Baily

Janice Nicholls

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| **Item** | **Timing** | **Description** | **Presenter** |
| 1. | **1.30pm***(5 mins)* | **Welcome and introductions,** The Group meets approximately every quarter | **Dr Amy Chapman***(Chair)***Blessing Nwachukwu***(Practice Manager)* |
| 2. | **1.35pm**1. *mins)*
 | 1. **Staff Updates:**

The practice has been very busy recruiting new staff2 new GPs have started and 1 to start next week2 new receptionists startedNew team of secretaries1. Together Better

Tatiana is very welcome and has been very active in the engagements of the practice users in various ways including walking, gardening, exercise groups and so on,A digital inclusion volunteer has been recruited from another surgery to help people understand the new systems26th October is a Wellbeing Day including information on diet, vaccines, social prescribing, physiotherapyThe Neighborhood Forum will advertise its services further1. Friends and Family Test

NHS England survey is changing its platform for responses from October1. Patient Survey

Q1. (See also feedback section below)Staff are working hard behind the scenes to respond to feedback form patients. Tatiana is also helping in various ways to enable people to understand and use the systemQ2. How easy to look for information and/or access services from websiteStaff are working to make the website more user friendly, including the production of a videoThey are aware that this is work in progress and not as they would like it yetQ3. Experience of making an appointment. (please see notes below) |  |
| 3. | **1.40pm***(20 mins)* | **Patient and carer feedback/ Q&As:**Various issues about making an appointmentThere is an understanding that the system needs to be based on need rather than who gets to the phone first at 8am1. It can be difficult when there is a blank “the Doctor will phone in 24 hours”. Quite often this can be said on two to three days later and still no call back. It is frustrating and anxiety provoking to have no idea when or if a doctor will call back.
2. The eventual text might offer an appointment over two weeks later. This does not take into account that the request might not be a priority i.e. life threatening, but can be urgent such as a new proscription ordered by a specialist
3. There is a perception that mental health is not s priority.
4. It can be easy to miss the call back, even on the second attempt. When this happens there is no way of getting back to the doctor to say you missed it but are ready to take the call. It is not unusual for patients to have to carry their phones around for days because of not knowing when the call back might be – sometimes having to miss other activities/ appointments because of the need to keep the phone on for lengthy periods so as not to miss the call back
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| 4. | **1.55pm***(5 mins)* | **Summary and close**Date of next meeting: TBC: | **Dr Amy Chapman** *(Chair)* |