Barton House Group Practice

**Minutes**

**Barton House Group Practice Patient Participation Group (PPG), Quarter 1**

**Thursday 27th June 2024 at 1.30pm – 2.30pm**

Meeting was Hybrid, as patients were present at the surgery as well as through Teams.

**Welcomed and Introduction**: Dr Amy Chapman (GP Partner, Blessing Nwachukwu (Practice Manager) and Dipa Begum (Assistant Practice Manager).

**Attendance:**

Patients: Wendy Davey, Elizabeth Pillar, Anne Cooper, Janice Nicholls, Patrica Kattenhorn, Niki Andreous, Michael Dyer, Mary Martin, Steve Willoughby, Kai Winnem, David Berman

1. **Welcome:**
   * Dr. Chapman welcomed all PPG members, both new and old.
2. **Staff Update:**
   * Staff are leaving Stoke Newington and London due to the high cost of living.
   * **New GP:** Dr. Pope started in April and will be working four days a week.
   * **Nursing Staff Changes:**
     + Nurse Pauline has left.
     + New nurse Hanna started in May.
     + Yesim, who left some time ago, has been replaced by Nana as the new HCA.
   * **Administrative Staff Updates:**
     + Anisha has joined the practice as the new Medical Secretary.
     + Recruitment is ongoing for a new Receptionist and another Secretary.
3. **Patient Concerns:**
   * **MM's Concerns:** Issues with the appointment system and ordering of prescriptions. Blessing will speak with MM after the meeting.
4. **Friends and Family Test Feedback:**
   * **Last Quarter Results:**
     + Very Good: 89%
     + Good: 47%
     + Poor: 3%
     + Very Poor: 3%
   * FFT links are sent automatically after every consultation (face-to-face or telephone). For patients not IT-savvy, paper forms will be used. Dipa will start this initiative.
5. **Patient Newsletter:**
   * **Dr. Chapman:** Discussed starting a newsletter to keep patients updated.
   * **Note:** Meetings should be prearranged in advance to give patients time to attend.
6. **Appointment System Feedback:**
   * **Blessing:** Explained that NHS England's requirement for new platforms for booking appointments led to the system change. Patients unable to use online form are free to continue to call in and Receptionist will complete the form on their behalf.
   * **Action Items:**
     + Blessing will listen to and amend the telephone message for test results.
     + Patients are to complete a form for GP appointments, with GPs deciding on the next steps. A computer will be set up in Reception for patients to complete the form on-site.
     + Patients are encouraged to use the NHS App or Patient Access apps for medication requests and accessing medical records.
     + NHS and Information Technology- DBerman – Please see attached
7. **Current Podiatry Services:**
   * Dr Chapman explained that the NHS podiatry team will not see patients for toenail cutting or corns/calluses - unless they have significant diabetes.  Therefore, patients need to use their own private services, or Hoxton Health which offers discounted rates locally.
   * Dr Chapman believes NHS podiatry do offer home visits for housebound patients if needed - but will check this and update.
8. **New Klinik Appointment System:**
   * **KW:** Provided positive feedback on the new Klinik appointment system, highlighting reduced morning stress and eased phone line pressure. Emphasized the importance of maintaining all appointment booking methods to ensure no one is excluded.
9. **Computer Training for Older People:**
   * **Elizabeth:** Asked if Barton House is aware of Rick Crust, who offers computer training for older individuals (contact: [rick.crust@mrsindependentliving.org](mailto:rick.crust@mrsindependentliving.org)).
10. **Next Meeting:**
    * **Date:** 26th September 2024