Barton House Group Practice

**Minutes**

**Barton House Group Practice Patient Participation Group (PPG), Quarter 2**

**Thursday 26th September 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, Dipa Begum (Assistant Practice Manager).

**Attendance:**

Patients: Wendy Davey, Elizabeth Pillar, Anne Cooper, Janice Nicholls, Patrica Kattenhorn, Mekki Asri, David Berman, Hilarie Kerr, Firoze Moliko, Amanda Welch, Sarah Amerat

**Welcome:**

* + Dr. Chapman welcomed all PPG members, both new and old.

1. **Staff Update:**
   * **New GP**: Dr. Herbert, a permanent GP, has recently relocated from Liverpool.
   * **Maternity Leave**: Dr. Canfield Payne is on maternity leave, and Dr Wild has joined as a permanent salary GP, he will initially provide Maternity cover.
   * The practice is almost fully staffed, with temporary agency healthcare assistants stepping in after Nana left to pursue nursing studies.
   * Recruitment is ongoing for a new Receptionist and another Secretary and new HCA.
2. **Friends and Family Test Feedback Quarter 2:**
   * The practice received 290 responses:
   * 187 rated "very good"
   * 71 rated "good"
   * Negative feedback is being taken seriously.
   * Feedback mechanisms include automatic text messages following appointments and a feedback box at the practice.
3. **Appointment System Feedback:**
   * Concerns raised about the new appointment system**.**
4. **Saturday Hub:** 
   * Practice will be offering Saturday clinics as part of the PCN, starting on Saturday 7th December, providing nurse-based services such as wound dressings, blood tests, and health checks.
   * **Feedback From PPG: Approval of Saturday clinics:** PPG members are pleased that the practice will be offering Saturday clinics for nurse-based services.

* **Nurse preference:** Members mentioned their preference for seeing the same nurse for their appointments, especially for dressings.
* **Convenience of Saturday appointments:** Members acknowledges that Saturday appointments can be convenient for those who work during the week.

Overall, the comment is positive and suggests that the PPG members are satisfied with the practice's services and the new Saturday clinic hours.

1. **Winter Fly/RSV** 
   * The practice will offer flu and RSV vaccinations during the winter season, starting on Saturday 5th October, continuing to 12th and 19th October. RSV vaccine is available for individuals aged 75-79 and pregnant women. RSV is another virus that often causes nasty chest infections, particularly affecting older people and newborn babies.

The practice will no longer provide COVID vaccinations on-site, but alternative local providers are available.

1. **Green Impact for Health**

Practice is working towards a Green Impact initiative, aiming for a Bronze Award.

Efforts include reducing plastic waste, using sustainable inhalers, and improving energy efficiency, led by Dipa.

1. **GP Strikes**

* BMA is negotiating a new GP contract.
* Potential for collective action, including reduced patient contacts.
* There are no immediate plans for strikes, but the practice will keep patients informed of any developments.

1. **Patient Feedback**

The meeting concluded with an emphasis on the importance of patient feedback, particularly regarding the appointment system and any other concerns.

* **General Enquiries Prompt:** The PPG has requested the addition of a General Enquiries prompt to allow patients to inquire about matters not covered by the other options.
* **Waiting Room TV Funding:** The PPG has agreed to partially fund the waiting room TV.
* **Sensitivity Training:** Sensitivity training for staff regarding reception and transgender patients is planned.
* **Waiting Room Photo Gallery:** The waiting room photo gallery has been updated.

1. **Next Meeting:**
   1. **Date:** Thursday 23rd January 2025

**Meeting Summary**

**Date:** [Date of Meeting] **Attendees:** [List of Attendees]

**Key Points:**

* **Staff Updates:**
  + New GP, Dr. Herbert, has joined the practice.
  + Dr. Canfield Payne is on maternity leave.
  + Dr. Wild has joined as a permanent salary GP.
  + Healthcare assistant position is vacant due to Nana's departure for nursing school.
* **Friends and Family Test:**
  + Overall satisfaction is high, with 187 out of 290 respondents rating the practice as "very good" or "good."
  + Negative feedback will be reviewed and addressed.
* **Appointment System:**
  + Concerns raised about the new appointment system.
  + Practice will be offering Saturday clinics as part of the PCN.
* **Winter Flu Drive:**
  + Flu and RSV vaccines will be offered.
  + RSV vaccine is available for individuals aged 75-79 and pregnant women.
* **Green Impact:**
  + Practice is working towards a Green Impact Award.
  + Efforts include reducing plastic waste, using sustainable inhalers, and improving energy efficiency.
* **GP Strikes:**
  + BMA is negotiating a new GP contract.
  + Potential for collective action, including reduced patient contacts.
  + No immediate plans for strikes.

**Action Items:**

* Review and address negative feedback from the Friends and Family Test.
* Promote the new Saturday appointment service.
* Prepare for the winter flu drive.
* Continue efforts to improve sustainability.
* Monitor the situation regarding GP strikes.

**Next Meeting:** [Date of Next Meeting]

**Additional Notes:**

* **Saturday Clinics:** The practice will be offering Saturday clinics as part of the PCN, providing nurse-based services such as wound dressings, blood tests, and health checks.
* **Flu and RSV:** The practice will offer flu and RSV vaccinations during the winter season. RSV vaccine is available for individuals aged 75-79 and pregnant women.
* **GP Strikes:** The BMA is negotiating a new GP contract, and there is a potential for collective action. The practice will keep patients informed of any developments regarding strikes.
* **General Enquiries Prompt:** The PPG has requested the addition of a General Enquiries prompt to allow patients to inquire about matters not covered by the other options.
* **Waiting Room TV Funding:** The PPG has agreed to partially fund the waiting room TV.
* **Sensitivity Training:** Sensitivity training for staff regarding reception and transgender patients is planned.
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**I have removed the reference to the PCN lead as requested.**