



Barcroft Medical Practice
Minutes – Patient Participation Group Meeting
Monday 16 August 2021

Present: AY, CF, DH, PG, HP, RP, DQ, KG, T P-J, AW

1. Welcome and Introduction

2. PPG Members Feedback/Accessing the Practice –

Contacting, telephone access is a concern – phones not answered, difficult to get through, 25 mins call not answered – comments have been raised on the local Facebook page.

Suggested to look at reducing the number of calls coming in - why are patients calling? Concern expressed to avoid assuming all patients can use a Smartphone and the Practice needs to cater for all. Patients receive test results, and like these interpreted.

Blood results – several pre-set texts available for the clinicians to choose from – patient informed – online says ‘patient informed’, queries raised with ‘informing’.

Patient feedback sought on how best to liaise, what are the options - online, F2F, telephone, Footfall (website).

Community Pharmacists Availability – online function why so many, too many options – to give patient choice.

Action: investigate Patient Informed (results) for online services

Appointments - what is urgent? Different perspective by patients.

Facilitating telephone conversation – varies from clinician to clinician, some will assign a designated slot time, or generalise a need for a call back, difficult to give exact times and appreciate also not easy for patients.

Suggestion - Reception – to find out if more specific time is an option.

Increased Workload - General Practice will be catching up for some time as a result of Covid.

Recruitment for Doctors/Nurses is an issue for Practices. Currently recruiting Reception staff and increasing team. New patients are being taken on at Barcroft.

Additional roles – nurse practitioners, social prescribers, pharmacy technicians, physio – these roles support Primary Care. Patients can book appointments, ie physio. Consensus of the Group, all were happy to see these additional staff. Communication could be improved on these new roles. Patient feedback, remote treatment from Physio was successful, patient happy.

Action: circulate NHSE YouTube links describing roles to Group – website to describe the roles. How to inform patients who have no access to the internet?

Main concern of Group was the initial access to the Practice, namely telephones, and reducing patient anxiety. Apps help but worry for those who cannot access these tools.

Repeat prescriptions have been successful for patients. The Group recognised the extra effort that some had experienced from the Practice. Sometimes lack of space for comments is too limiting.

3. Flu Vaccination Clinics

The Practice is looking for volunteers to help at the Flu Vaccination Clinics. Dates yet to be finalised but will start in September. Facilitating and marshalling will be helpful for the smooth running of the clinics.

Suggestion – to contact Stonehenge Trade, Community Shop, Mayor/Town Clerk, Bowman Centre, 6th Formers.

4. Salisbury District Hospital NHS Foundation - Governors

T P-J gave a presentation explaining his role, 5 locally elected members. Elected Governors have no administrative powers, unable to assist personal issues but has statutory responsibilities – select and appoint Chairman and Hospital Board. The role is a link between hospital and local community. 15 positions in total in Wilts over a large geographic area.

Governors can take part in hospital forums – ie Food Forum, part of Strategy and Communication Committee. Would welcome ideas, suggestions, comments.

Personal issues are directed to PALS (patient liaison), or submit complaints via Hospital Complaints Procedure.

5. Appointment of Chair

DH volunteered, accepted.

6. Any Other Business

Sunflower lanyards – to research and make available for patients

Get Walking – walking groups, details passed onto the Health Care Team

Group Personal Emails – agreed

Date of next meeting – mid October 2021