



BARCROFT MEDICAL PRACTICE
Minutes – Patient Participation Group Meeting
Monday 28 March 2022

Present: AY, PG, DQ, T P-J, RB, AW

1. **Review Previous Minutes** - all agreed
2. **Accessing the Practice** – reporting back to the Group, there has been an increase in the number of Reception staff and telephone lines coming into the Practice. These improvements are primarily to help improve access for patients. Bookable advanced appointments are regularly available online and the Practice is promoting patients to use the online function. The Reception Team are signposting patients to our Community Pharmacy Consultation Service to help patients with advice and over-the-counter medicine if needed. Discussion at the meeting highlighted the need to look at the type of calls, could these be diverted to another department within the Practice, and work continues. To report back and update the Group at the next meeting. AY had spent valuable time with the Reception Team, offering on-the-spot training and advice, it's been particularly useful for our newer members of the team, learning what's appropriate for the Duty Doctor, can other Healthcare Professionals help the patients, etc. AY will continue his work and liaise with the Partners over the coming weeks.
3. **Changes to Repeat Prescription Requests** – rules relaxing patients requesting repeat prescriptions by a third party during the Covid pandemic, are now returning to pre-pandemic guidance. Pharmacies had been notified that from 1 April 2022 the Practice will no longer accept repeat requests unless initiated by the patient/carer, or Healthcare Professional.
4. **The Care of the Older Person** – recruitment is underway to reappoint the Elderly Care Facilitator. The Group have been impressed by both the involvement and support given by the role and welcome the return of the Tuesday Coffee Club. It is the intention to work closely with St Melor Practice, with both Practices benefitting from the Tuesday Coffee Club where patients can be signposted to support groups and organisations within the Amesbury and the surrounding area.
5. **PPG Member Feedback:**
 - (a) **Exeter Mindfulness Network** – raised by a PPG member, could the network be of benefit to patients in promoting well-being and self help?
 - (b) **Blue Zones** – promoting well-being at every level, Blue Zones looks closely at the world's longest-lived cultures.
 - (c) **Lean** – suggestions and ideas to offer by ways of improving the running of a company. Ideas can be adapted and implemented in any organisation, raises questions are the systems running well. Lean can also be applied to our lives, and in everything we do.
6. **Meet The Team** – PPG members are invited to Meet the Team and to visit the Practice. The visit is planned for Monday 11 April, all welcome.
7. **Date of Next Meeting** – approximately end of June 2022.