Barton House Group Practice

**Minutes**

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

**Thursday 30th January 2025 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, Patrica Kattenhorn, David Berman, , Amanda Welch, Sarah Amerat

**Apologies: Alex Ferrigno**

1. **Welcome and Introductions**

* The meeting was led by Dr. Chapman and Practice Manager Deepa.
* Attendees reintroduced themselves, reinforcing a sense of community within the group.

1. **Staffing and Recruitment Updates**

* Staffing updates were provided:
  + **Two new receptionists** have been hired to stabilize operations.
  + **Recruitment challenges** were acknowledged, particularly for **front desk staff** who manage complex patient interactions.

**3. Friends and Family Test Results**

* Dr Chapman shared the results of the recent Friends and Family Test:
  + **90 responses** were received.
  + **84 respondents** rated their experience as "very good."
  + A few responses expressed dissatisfaction, primarily concerning **appointment difficulties** and **staffing issues**.
* Participants highlighted the importance of addressing both positive and negative feedback to improve service.

**4. Health Checks and Communication**

* There was clarification regarding **health checks** conducted by nursing staff vs. physician assistants.
* Participants discussed the need for **improved communication** about health checks, particularly for **older patients**.
  + Suggestions included **routine reminders** and more **comprehensive health assessments** for patients over the age of 75.

**5. New Saturday Clinics and Vaccination Rates**

* **Saturday clinics** for nursing appointments were introduced to better meet patient needs.
* The group discussed concerns regarding **flu vaccination rates** and ways to increase participation.

**6. Communication Methods and Funding Constraints**

* Changes to communication methods due to **funding constraints** were discussed.
  + The reliance on **emails** is expected to increase, while **text messages** will decrease.
  + The need for improved **outreach to vulnerable patients** was emphasized to ensure they are kept informed.
* **Next Meeting:**
  + **Date:** Thursday 27th March 2025