Barton House Group Practice

**Minutes**

**Barton House Group Practice Patient Participation Group (PPG), Quarter 4**

**Thursday 27th March 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) and Blessing Nwachukwu (Practice Manager).

**Attendance:**

Patients: WD, MC, EP, AC, EM, LB, SA, DB

**Welcome:**

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

1. **Staff Update:**
   * **Maternity Leave**: Dr. Pope is on maternity leave, and Dr Mylan has joined as her Maternity cover.
   * Two newly employed receptionists resigned due to job stress and personal circumstances. We are in the process of replacing them.
   * Recruitment is ongoing for a new Receptionist and another Secretary and new HCA.
2. **Friends and Family Test Feedback Quarter 4:**
   * The practice received 385 responses:
   * 270 rated "very good"
   * 75 rated "good"
   * Negative feedback is being taken seriously.
   * Feedback mechanisms include automatic text messages following appointments and a feedback box at the practice.
3. **Discussions on Building Improvements**

The group discussed plans for enhancing the building, including decoration and improvements to the waiting area, with a focus on health and safety. It was agreed that PPG funds would be used to support these improvements. PPG members approved the use of the remaining 2024/2025 funds for building enhancements, with any additional costs to be carried forward and charged against the 2025/2026 fund.

1. **Next Meeting:**
   * **Date:** Thursday 12th June 2025