**BARTON HILLS MEDICAL GROUP**

**PATIENT PARTICIPATION GROUP MEETING**

**HELD at 1pm on Wednesday 8th June 2022**

**Present:**

**Phil turner, Chloe Jolley, Sachi Nalik, Audrey Bongers, Clifford Riordan**

**Apologise:**

**Linda Henness, Roxie Frost**

1. **Staff discussion BHMG:**

* **Staff updates, we have a mental health worker Joseph who is based at Marsh Farm Health Centre.**
* **We have a new Deputy Practice Manager in the surgery Sachi.**
* **New HCA Chloe as recently joined our team from the PCN she is currently a student nurse doing her training. We have also a trainee student Jasmine who is shadowing Chloe and other nurses and will be starting her nurses training in UNI come September**
* **A new Trainee GP has also recently joined BHMG Vidheyya who will be with us for 2 years she is a GPS1.**
* **Regarding last PPG discussion to help advertise the meetings, Reception have been handing out leaflets to hopefully bring more patients to join. We may have 1 potential new member joining.**

1. **PPG Discussion**

* **How busy is the surgery now and its still the same probs busier than ever due to the demand and back log of COVID. Now that things have started to go back to normal.**
* **Telephone triage is still place regarding booking appointments, this helps stop crowding in the surgery. We understand that not all patients like it this way, but doctors are able to help via telephone and not all appointments need Face to face.**
* **How to advise patients regarding the prebookable telephone slots for advanced bookings how to get that message across? Website or automated call message when patients ring the surgery.**
* **Member mentioned whether to have some type of virtual link in reception where patients could send us feedback regarding their service in this surgery.**
* **FFT feedback has been quite slow, nothing been reported from MJOG since January. Possibly send out bulk messages to patients via this and Systm1? Ask patients to fill out online form via system online when had positive experience. Ask patients who make a complaint to have their say through PPG ask them to join.**
* **That we are doing what we can within the surgery!**
* **Discussed complaints how many we get, it varies week to week. Advised the procedure for complaints. Maybe ask patients who make a complaint to have their say through PPG ask them to join.**
* **Put posters up around reception to advertise next meeting to attract patients.**
* **Run DNA report for next meeting – how we can possibly make cancelling appts easier?**

1. **Chair Update**

* ELFT (East London Foundation Trust) the mental health provider for Luton held a public engagement event on 26th May 2022 to update on the progress of transformation of mental health services. Those people presenting with mental health needs are discussed at a multi-disciplinary meeting to ensure that the individual is provided with the services of the most appropriate provider.
* The integrated Care System (ICS) will become a statutory legal entity from 1st July 2022. This will replace the separate CCG’s of Luton, Bedfordshire, Bedford Borough and Milton Keynes. Final positions are being appointed currently and when all is in place the chair will present the structure and people filing key posts.

**Next meeting Wednesday 31st August 2022 at 1pm**