

## **Barton Hills Medical Group**

### **Patient Participation Group Held on Wednesday 22<sup>nd</sup> March at 6pm**

#### **Present:**

*Phil, Sachi, Chloe, Clifford, Marie, Denise & Philipa (via Teams)*

#### **Discussion:**

- Philipa has kindly agreed to take on the role of secretarial duties, this will include taking down the minutes of the meeting and will be arranging invites for future meetings. Chloe will inform Philipa how this is currently done.
- BHMG have a new trainee GP James who will be with the surgery until August.
- Priya one of our trainee GPs will also be re-joining us in April from maternity leave.
- Online appointments with the trainee GPs have been delaying until further notice, until more information from NHS England regarding GP contract for appointments to be offered in 2 weeks.
- 2x complaints, one regarding an error with out of hours service and the other regarding GP consultation which a patient wasn't happy with outcome. Both complaints have been dealt with and sorted.
- BHMG offer remote booking appointments through Evexia & ARI HUB which work within our PCN. ARI HUB only deal with respiratory problems these are released every day from 10:30am for more on the day appointments.
- Before the pandemic we have noticed how high the demand is now, as before appointments were a lot more accessible.
- DNA notice in surgery & website has been done and updated monthly to make patients aware.
- Patient engagement meeting for everyone to join in, large PPG meeting to be held possibly for patients who are not part of the PPG to ask questions. Sachi to ask in partners meeting, as will need to organise and promote this and will need GP/ Nurse to join. Follow up with outcome in next meeting.
- Target young patients under the age of 25 for a young PPG audience.
- Lung Health check 60-74 smokers & non-smokers, within the practice 84 were non responders to the invites. Phil advised that patients were sent reminders and got a call regarding invite. It is patients' responsibility after that if they wanted to go ahead or not. But everything was done to try and engage patients for this. Patients were offered an appointment/ consultation and possibly have a low-level CT scan (to detect early signs of lung cancer) after first initial consultation. Trial sites throughout Luton for this.
- Check telephone message for the morning and after appointments have gone on the day message. Sachi/ Chloe to investigate this. Message possibly sounding quiet, may need changing message to sound clearer? Possibly add DNA patients onto telephone message but the message already is long, so keep with notice in reception and website.
- Regarding the new telephone system that will be happening throughout GP practices, we have not had the opportunity to have this yet due to funding issues, but are hoping to have more funding and in discussion with IT.

- Breast cancer dates for meetings Marie to send email to Chloe with dates/ leaflets to add to notice boards in reception/ slide and will add to website too.

**Chair Discussion:**

- The various initiative by LBC and the ICS were presented and paper circulated. (See attached)
  - Luton 2040
  - Fuller Programme
  - Luton Fairness Taskforce
  - Marmot Town
  - Luton adult Mental Health Strategy

**Next meeting will be held on Thursday 19<sup>th</sup> October via reception & Teams.**