

Barton Hills Medical Group

Patient Participation Group Held on Thursday 19th October at 12 noon.

Present:

Phil, Sachi, Chloe & Linda

Apologies:

Marie, Denise

Discussion:

- **BHMG have 3x new trainee Registrars.**
- **1x Paramedic on Mondays to enhance appointments for minor illness requests.**
- **1x from Nov23 – March24 during the winter period Physician Associate coming to the practice this will also help with appointments system.**
- **New Accurx patient triage will be available to the patients within the practice from Monday 23rd October. The system should hopefully manage much better with appointments and queries being passed.**
- **BHMG are on the waiting list for the new digital telephone system. It has been confirmed that all surgeries will eventually move over to this system hopefully by 31st January but definitely by March 2024.**
- **PCN had a PPG event for patients and GPs to attend (open day) was very successful and Sachi has previously taken this to the GPs. It's currently been put on hold but hopefully in the future it can be arranged. Possibly open day across our PCN.**
- **For our next PPG meeting at the surgery, Phil is hoping to get a higher member to attend the meeting to answer any questions our patients have. Also, as its close to Christmas have a festive meeting with food and drink. To send invites to members and non-members (target age group to discuss) who may want to attend (save the date message).**

Chair discussion:

- **A bullet point summary was given on a two-day conference by the Kings Fund on Health and Social Care and understanding Integrated Care Systems. Attached is a document summarising the feedback.**
- **Also attached are documents showing the Luton Neighbourhoods supporting the Fuller Programme and Marmot town initiatives.**
- **See also a diagram indicating GP Primary Care Access vision.**

Next meeting to be held on

Wednesday 13th December at 6pm for the festive season food & drink will be provided.

This will only be at the surgery.