

**Barton Hills Medical Group**  
**Patient Participation Group Held on**  
**Wednesday on 13<sup>th</sup> December at 6pm**

**Present:**

**Phil, Lara, Nicky, Dr Siddique, Paula, Sachi, Chloe, Marie, Patricia, Helen, Sarah, Michael**

**Discussion:**

- Would like to say a huge thank you to everyone who came to our festive PPG.
- Barton Hills Practice Manager has resigned and Roxie's last day with the practice was on 31<sup>st</sup> December. Also, our HCA Rachel has also resigned. They both have joined new practices, and we wish them all the best.
- Our new telephone system will be coming to our practice sometime in January. This will hopefully resolve the any faults in the 8am rush as patients can opt for a call back but will hold their place in the queue.
- Barton Hills have had great feedback regarding our new patient triage via accurx. How efficient and time effect this service has been to our patients. Most queries being handled same day.
- As part of this year's GP contract, we had to enable all patients to have access to their records via NHS app by the end of (31st October 23). Once this was turned on, patients can view everything recorded on their records entered from 18<sup>th</sup> October. They will be able to view their consultation notes, test results, any third-party documents and free text (notes) added on their records.
- We had the pleasure of Nicky Poulain the director of BLMK joining us. Who gave us some good insight about what her job in tales and answered any questions we had.
- We also had the pleasure of Lara a 111 representative join us who gave us a detailed presentation of how 111 operates. She has also shared the presentation which I will forward to our PPG members.

**Next meeting will be held on Wednesday 10<sup>th</sup> April 24 at 12 noon via reception & Teams.**