

# Barnsbury Medical Practice Patient Participation Group Meeting Minutes

Date	20th September 2024
Location	Jean Stokes Centre
Practice Attendees	Sam Ashley and Chee Salahi
Patients Attendees	30 patients

## Key Topics Discussed:

- Access to appointments
- Digital triage system
- Staffing updates
- Technology and communication improvements
- Patient feedback

## 1. Access and Appointments

- Financial strain is strongly felt in general practice.
- Three new doctors starting soon, bringing the total to seven regular doctors.
- **Digital Triage Hub** implemented:
  - Immediate triage by doctor and senior admin.
  - Patients are encouraged to use eConsult forms when possible.
  - Phone calls are accepted for those unable to use the digital system.
  - Aim for same-day or 1-2 week routine appointments.
  - 70% of appointments are available on the day.
  - eConsult is available from 7:30 AM to 4:30 PM on weekdays, and on Saturdays.

## 2. Staffing and Services

- The full complement of doctors is accountable to Dr. Ashley.
- The team includes pharmacists, a nurse, and a first contact physio.
- Dedicated time for processing results and letters, with the goal of communicating blood results within 48 hours.
- Admin tasks should be completed within 48 hours, but longer paperwork (e.g., licenses, PIP applications) may take up to 30 days.

### 3. Technology and Communication

- Patients are encouraged to download the NHS app for referral information and blood results.
- **UCLH Portal (MyCare)** is available for hospital information.
- Plans are underway to improve the practice website and in-office displays.
- AI software is being implemented to assist with consultation note-taking.
- Increased use of text messaging for patient follow-ups.

### 4. Practice Improvements

- Plans to modify the reception area for better communication.
- Considering removal or modification of the glass partition.
- Clearer signage and seating arrangements need to be implemented.
- Addressing patient check-in and waiting time issues.
- Creating written forms for patients to communicate concerns privately.

### 5. Patient Feedback

- Issues reported with telephone access and communication.
- Concerns raised about result reporting and coordination of blood tests.
- Suggestions made for improving the waiting area experience.

### 6. Follow-up

- Dr. Ashley will address individual patient concerns.
- Plans to hold regular patient participation meetings, with the frequency yet to be determined.
- The practice will implement suggested improvements and provide updates.