

**BURTON CROFT SURGERY
PATIENT GROUP MEETING MINUTES
08/08/2025**

***WE ARE PROUD TO PROVIDE PROFESSIONAL ACCESSIBLE
HEALTHCARE SERVICES THAT INSPIRE CONFIDENCE IN OUR
PATIENT POPULATION AND COMMUNITY.***

***OUR PATIENT CENTRED APPROACH IS AT THE HEART OF
EVERYTHING WE DO.***

PRESENT	
JAG	BPV
AH	MR
CS	LW
CM	YH
SW	

ACTIONS TO BE TAKEN	
SW	Amended patient survey to PPG

1. Agreed patient survey should be sent to patients twice yearly via AccuRX sms message.
2. Possible questions for BC patient survey kindly provided by MR.
3. Q1. Since DATE, how have you booked appointments with GP, Nurse or other Health Professional at the surgery? - to split into two options – By Phone or Via Website.
4. Q3. Thinking about your most recent appointments with a GP, Nurse or other Health Professional, was the appointment by phone or in person? – this is purely for analysis purposes.
5. JAG explained the point of the survey was patient experience. The survey will show this information.
6. LW – suggested – If going to ask if appointment by phone or in person – did this meet your needs? This is mentioned with the survey questions – MR.

7. SW – additional information/questions can be added into the survey if required. JAG thinks the questions are sufficient for what we are aiming to do.
8. YH – All questions are mainly concerned with appointments what about prescriptions? Re how to request either via the NHS App or surgery website. NHS App does not include all medication held on the surgery patient record. NHS App will only show repeat items – CM. JAG explained we are unable to alter the NHS App. MR – suggested adding – how easy to do you find it to get a repeat prescription from the surgery.
9. SW & CM run a drop-in clinic for help with the NHS App and online access – the response to this is very good.
10. It was agreed that no more than 9 questions should be on the survey.
11. SW – NHS send GP survey annual consisting of 40 questions – There is not a very good response due to the amount of questions possibly.
12. JAG advised SW would amend the patient survey and would send to PPG.
13. YH – will the survey be sent to all patients – JAG advised we have 11,800 patients at BC and this would need to be staggered and sent out in batches.
14. CS – suggested keeping it simple and get to as many patients as we can this may offer a better response.
15. BC Website was then discussed by SW. Mental Health – still in progress – signposting for further advice – will add in how to contact GP re mental health.

Child mental health – local services – ADHD & Autism – work in progress

Women's Health – Menopause – work in progress

Domestic Violence – Dr K Doyle is the lead, and a quick exit button added to the website for this. YH suggested coercive control is a part of domestic violence and violence against women. SW advised KD is dealing with it and will look into this.

An article will be written for Domestic Violence Awareness Month.

Ask Angela Scheme could be put into place potentially – will look into this.
16. Flu Clinics – JAG asked if anybody would like to help at the clinics to support patients. 2 clinics in October 4th and 11th.
17. Next PPG meeting 28th November at 12pm.