

<b>Title</b>	Minutes of Barnsbury Medical Practice Patient Participation Group Meeting
<b>Date</b>	29 <sup>th</sup> November 2024, 1:30 pm – 2:15 pm
<b>Attendees - practice</b>	Dr Sam Ashley, Clinical Lead for BMP Leonie Rowe, Operations lead for BMP
<b>Attendees - patients</b>	14 patients attended
<b>Location</b>	Teams Meeting

## Introductions

Dr. Ashley welcomed attendees and introduced Leonie Rowe, Interim Operations Lead, noting her role in overseeing reception operations. Leonie is available to address any reception-related questions or concerns.

## Team Collaboration

Dr. Ashley highlighted the strong and respectful relationship between the practice and its patients. He expressed appreciation for the kindness and understanding shown by the community.

The importance of eConsult was explained, emphasizing that it operates effectively due to a collaborative team effort. All staff contribute to ensuring patients' concerns are addressed promptly and efficiently.

## Handling of Challenges

The team acknowledged recent service disruptions due to intermittent power and internet outages. Gratitude was expressed for the patience and understanding demonstrated by patients during these challenges.

## Practice Updates – Reception Improvements

In response to feedback from previous PPG meetings, several improvements have been made. The reception area has been reconfigured to clearly distinguish the areas specifically dedicated to Barnsbury Medical Practice, reducing confusion caused by multiple services operating within the same building. The phone system has been updated to improve access and response times. Continued encouragement was given for using eConsult as the most effective way to seek care and receive timely responses from the clinical team.

## Questions & Answers

There were no formal questions or specific queries raised by patients during the session. It was noted that many attendees were unsure of the meeting's purpose.

## Key Highlights

- Staff expressed sincere gratitude to patients for their continued support.
- Actions have been taken based on PPG feedback, particularly regarding reception area clarity.
- Staff remain open to receiving questions and ongoing feedback.

- A strong emphasis was placed on transparency and collaborative working relationships.

Date for next PPG: TBC

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