

Time	Minutes of Bransbury medical Practice Patient Participation Group Meeting
Date	29 th April 2025, 2pm-3pm
Attendees-Practice	Dr Sam Ashley Clinical Lead BMP Leonie Rowe Interim Operations Lead BMP Natalye Cruz Administrator BMP
Attendess-Patients	11 patients attended
Location	Barnsbury medical Practice

Practice Update: Staffing and Service Developments

Staffing Updates

We are pleased to announce the following changes within our team:

Welcome Dr Shoumil Choudhury, who has joined our clinical team.

Farewell to our Reception Manager, who has moved on from the practice. The team expressed their gratitude for her dedicated service.

We extend a warm welcome to our new nursing team members: Ash, Brenda, and Ellie.

Tamsin has joined us as our new Care Coordinator, available on **Wednesdays** to support patients with care navigation and coordination.

eConsults and eLITES

We continue to stress the importance of accurate and complete eConsult submissions from patients. Providing thorough the relevant information helps us triage effectively and ensure patients receive the appropriate care in a timely manner.

We also addressed concerns around inappropriate use and system misuse, emphasizing how responsible usage contributes to improved triage efficiency and better patient outcomes.

AI in Practice

An overview was shared on how Artificial Intelligence is being integrated into daily operations. AI is now assisting clinicians by supporting:

Faster and more accurate diagnoses

Personalized treatment plans

Improved access to care

iHUB Services

Patients were updated on iHUB, which offers extended access to healthcare services

outside of standard operating hours. This improves appointment availability and supports continuity of care.

National Databank Initiative:

We introduced the free SIM card initiative, part of the National Databank, aimed at promoting digital inclusion. Patients facing data poverty can benefit from this program. Details were provided on eligibility and how to access these resources.

Any Other Business

Patient Suggestions and Feedback

Wait Times for In-House Pharmacist:

Patients reported a 13-day wait time to speak with the in-house pharmacist. We acknowledged this concern and confirmed it is a temporary issue. We are actively increasing resources to restore appointment availability and reduce wait times. Thank you for your patience as we work to improve access.

Access to Blood Test Results:

A query was raised about why results aren't provided before GP review. We clarified that all blood test results are reviewed by a GP prior to being shared with patients. This ensures any abnormal or complex findings are safely interpreted and clearly explained. Patients typically receive a **follow-up text** once the review is complete. This standard protocol ensures high-quality, safe care.

Signage at the Practice:

A suggestion was made to improve external signage, as some patients have difficulty locating the building (Bingfield). We are reviewing this feedback and exploring improvements.

Positive Feedback

One patient expressed complete satisfaction with all services and had no concerns.

Another highlighted that information is clear and accurately shared and praised the quality of care provided.

Next meeting Date: TBC