

**Minutes of the Barton Patient Participation Group (PPG)
Introductory Meeting
27th July 2011**

Present: Claire Crook (CC - Chair), Melissa Holden, Gill Cox, Amy Graham (minutes)
Patients: Joan Griffiths, June Kuffour, Marian Mears & Sue Holden (Barton Community Association)

1. Welcome & Introductions	Actions
<p>Claire welcomed everybody to the first PPG meeting and introduced the staff of Bury Knowle and Barton.</p> <ul style="list-style-type: none"> • Claire Crook Operations Manager at Bury Knowle Health Centre • Melissa Holden GP lead for Barton Surgery also practices at Bury Knowle • Gill Cox receptionist at Barton Surgery • Amy Graham Practice Administrator at Bury Knowle • Sue Holden – Secretary Barton Community Association 	
2. Ground Rules	
<p>Claire ran through the PPG ground rules and asked all of those present to respect the rules (shown below)</p> <ul style="list-style-type: none"> • The PPG meetings are not a forum for individual complaints and single issues. • We advocate open and honest communication • We will be flexible, listen, ask for help and support each other. • We will demonstrate a commitment to delivering results, as a group. • Silence indicates agreement – speak up, but always go through the chair. • All views are valid and will be listened to. • No phones or other disruptions. • We will start and finish on time and stick to the agenda. <p>All agreed.</p>	
3. What is PPG	
<p>The aim of the PPG is to provide a forum for our patients at Barton to discuss health services, health promotion and local healthcare initiatives.</p>	
4. What do we want form this meeting & what do we want from a PPG	
<p>We would like feedback on the services that we provide and also to discuss ways in which we could improve and expand the services offered to the Barton community.</p> <p>a. Barton Refurbishment feedback We received really positive feedback with regards to the Barton refurbishment. The feedback comments included - it has a fresher look and it's much more inviting.</p> <p>b. Barton Services feedback</p> <p style="padding-left: 40px;">i. Access</p> <p>A discussion took place regarding doctor access and it was announced that there is now a Barton doctor team in place that includes Dr Melissa Holden, Dr Andrew Collins and Dr Enas Al-Dabagh. Individual business cards detailing the Doctors interests and session times were shown. Patients liked the business</p>	

<p>cards and requested that a generic Barton business card be designed. Sue offered to help distribute the cards to help raise awareness.</p> <p>ii. Additional Clinics</p> <p>Teenage Health drop in clinic Claire informed the group that we are now running a Teenage Health drop in clinic over the summer. The patients thought this was a great idea and that once the word was out that it would be well used.</p> <p>What additional clinics would you like to see? Some good suggestions were made about what additional clinics could be held at Barton surgery. These included</p> <ul style="list-style-type: none"> Podiatrist Clinic More help for the elderly residents. This linked in with a podiatry clinic Diabetic Clinic Breast Screening mobile van to visit Barton Counselling sessions to be available Health Visitor clinics <p>Claire will look into all of these suggestions to see if they are possible</p> <p>C. Patient Education We asked the group how we could improve this. The following suggestions were made:-</p> <ul style="list-style-type: none"> • use SMS text messaging more • send emails • Ask the council/housing association to give out a Barton leaflet/business card to all new tenants. <p>Sue Holden suggested that we include an article/flyer in the next Barton newsletter this is guaranteed to go to over 2000 homes in the Barton area. The deadline for this is mid August. Sue also offered to give out any other relevant leaflets e.g. choose well' leaflet (designed to reduce unnecessary A&E attendance), Barton business cards etc.</p> <p>We discussed the Expert Patient Programme Those in attendance thought such programmes were beneficial especially to patients who have a long term condition; however they weren't sure whether Barton residents access such programmes. They thought it more likely if sessions were held in the surgery. Claire will look into this further.</p>	<p>CC to speak with Liz Marshall</p> <p>CC will send Sue an article</p> <p>CC</p>
<p>d. IPQ Results</p>	
<p>To be discussed at the next meeting.</p>	
<p>e. Any Other Business</p>	
<p></p>	
<p>f. Next steps & next meeting</p>	
<p>It was agreed to meet on a quarterly basis and that the next meeting should be held at 6pm, so that people who work full time can attend. Date to be agreed</p>	