

## MINUTES OF BEDMINSTER FAMILY PRACTICE PATIENT PARTICIPATION GROUP THURSDAY 5<sup>th</sup> JULY 2018

Those present: Dr David Boulton DB (Salaried GP) Rose Ross RR (administrator)  
Lynda Savarizadeh LS (Practice Manager) British Sign Language Interpreter

PPG members - LG (Chair) PG, SG, SM, VW,

Copies to : Those present, Apologies, Secretary

	ACTION
<p><b>1.0 Welcome</b> LG welcomed all to the meeting and introduced the new Practice Manager Lynda Savarizadeh. LS gave a brief summary of her professional experience. The BSL interpreter stayed for the first 10 minutes of the meeting and then left as she was not needed.</p> <p><b>Apologies:</b> Apologies received from: LA, GC, CM, GH</p>	
<p><b>2. Approval of the previous minutes</b></p> <p>The previous minutes were proposed by VW and seconded by SM</p>	
<p><b>3. Actions from the previous minutes</b></p> <ul style="list-style-type: none"> <li>• <b>Notice Board</b> - Everyone agreed that the Health Promotion display on the notice board was very good. PG said it was very colourful, eye catching and attracted attention. The positive feedback received will be relayed to the nurses who put the display together.</li> <li>• <b>Did not attend appointment</b> - The number of patients who “do not attend” (dna) their appointment had previously been displayed in reception. It was agreed these figures would be displayed monthly in reception both downstairs and upstairs. RR to design a poster.</li> <li>• <b>Support for deaf patients.</b> <b>Sign video</b> – item for discussion from previous minutes. Adjourned to next meeting as need input on product.</li> </ul> <p><b>Number of deaf patients at practice</b> - We have a difficulty estimating numbers of deaf patients registered at the practice. A recent report says that 76 patients are deaf and 650 patients are recorded with a hearing problem which could just involve having a hearing aid.</p> <ul style="list-style-type: none"> <li>• <b>Confidential hatch</b> - LS advised that if a patient did not feel that the confidential hatch was confidential enough alternative arrangement can usually be made (eg. Quiet room or nursing area)</li> </ul>	<p>LS</p> <p>RR</p>

**4. PPG Awareness Week 4<sup>th</sup> – 9<sup>th</sup> June**

VW and SM both did sessions on the PPG Awareness Week table and were thanked for their efforts.

Their feedback was as follow:

- There was less interest than previously and younger patients were more interested in being involved with virtual membership as they were at work in the daytime.
- Generally most patients approached were “too busy” to get involved . SM did suggest to some mums that if they did Mumsnet etc. perhaps they could spare an occasional hour or two each month reading on-line and passing comments about possible service improvements.
- The timing of the PPG meeting was not convenient to all. Some people would prefer it to be at 11am` or on a Tuesday rather than a Thursday.

These comments led to a discussion at the meeting regarding alternative times and days. However at present it will remain on a Thursday afternoon but the Practice is flexible on the day and time of the meeting.

- Two Somali ladies expressed interest in the PPG but would need their husband`s permission to join.

Comments had also been made regarding the receptionist asking why the patient needs an appointment. Two people had said that they found it a bit intrusive and that the question “why do you need to see a doctor?” was a bit too abrupt for them.

**5. Future PPG Project Ideas**

Discussion took place as to having a Christmas Raffle and what items did the practice need funding for. It was noted that if a raffle was to be run there are rules and regulations which need to be adhered to.

A McMillan Coffee morning was also suggested.

**6. Practice update**

LS reported the following:

**Care Navigation Project** - Continuing to refine procedures and hope to fully implement before the end of the year. The aim is improving patient care and quicker signposts to the most appropriate source of help.

**Deaf Awareness Courses** - Action on Hearing Loss have commissioned a half day Deaf/Hearing Loss Awareness Course which is aimed at developing awareness of deafness and hearing loss and improving communication skills and confidence when speaking to colleagues and patients who are deaf or have hearing loss. The Reception Manager is interested in attending.

**British Sign Language** – do courses and there are staff members interested in doing it.

LS

RR

**Web Site**

The PPG web page is to be refreshed and updated. LS asked if anyone had any ideas to make it look better.

SM said that the on-line appointments work well but that only 3 doctors` names are mentioned.

It was agreed that the minutes should only have the initials of those who attended the meetings.

**Staff Changes**

- Nurse Maggie McCarthy is leaving at the end of July.
- A new receptionist is joining the practice at the end of July to replace Terry Hynes.
- Jonny Marengi has left the practice.

**Any other business**

1. **British Red Cross** – VW gave a very interesting account of the Red Cross new “First Call” Service.

The service is free to adults living in Bristol and South Glos. It is run by an “Independent Living Team” based in Warmley who also have aids they can rent out. The service is aimed to help people regain confidence and independence to live at home following a period of ill health, a hospital admission or after a significant life event.

Leaflets were provided by VW.

2. **List size** - SM asked whether the patient list remains fairly stable or is it increasing as whilst manning the PPG Awareness desk she was noticing how many new patients were being registered. LS confirmed that it has remained pretty stable as there are patients moving away.

3. **Introduction of the NHS 70 years ago**

LG said that the NHS has not been looked at overall, only in pieces. He said that an independent review of the NHS is needed in order to find out if it is still working today and a movement should be started. Members to think about this suggestion for next time.

ALL

**Next Meeting:**

**Thursday 11<sup>th</sup> October 2018 3.30pm**

**The Patient Participation Group plays an important role in the life of Bedminster Family Practice. If you want to get involved, please ask a receptionist**