

MINUTES OF BEDMINSTER FAMILY PRACTICE PATIENT PARTICIPATION GROUP THURSDAY 16TH NOVEMBER 2017

<p><u>Attendees:</u></p> <p>Jennifer Ackerman (JA) James Bannerman (JB) Mary Bannerman (MB) Elizabeth Davis (ED) Leonard Glynn (LG) Pauline Glynn (PG) Sally Gregg Campbell Mackenzie (CM) Sue Marshall (SM) Vincent Payne (VP) Brian Richards (BR) Val Weston (VW) Nadia Rashid (NR) Dr D Peel (DP) Brent Stephen (BS)</p> <p>Chair: Leonard Glynn Minutes: Rose Ross Interpreter from The British Sign Language</p>	<p><u>Apologies:</u></p> <p>Gaenor Cashman Stephen Watts</p> <p>Copies to: Those present Apologies Virtual PPG members Deb O'Brien</p>
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	ACTION
<p>1.0 Welcome LG welcomed all to the meeting. As there were two new members introductions were made from all members present.</p> <p>Apologies: Apologies received from Gaenor Cashman and Stephen Watts.</p>	
<p>2. Approval of previous minutes</p> <p>The previous minutes were proposed by Sue Marshall and approved by all.</p>	
<p>3. Actions from the previous minutes</p> <ul style="list-style-type: none"> • Healthwatch RR will contact Healthwatch again and try to arrange for someone to attend the next PPG meeting. • GP surgeries to have Wi-Fi NHS WiFi is committed to providing all staff and patients access to WiFi in NHS setting in England. Local CCG's and NHS trusts are responsible for implementing the rollout to GP practices. BS reported that we now have Wi-fi within the practice. 	RR

<ul style="list-style-type: none"> • Public survey on the prescribing of over the counter medicines. RR said that at present she had been unable to find a write up of the finding of this survey. 	RR
<p>4. NAPP Report</p> <p>CM reported future diary dates for NAPP</p> <ul style="list-style-type: none"> • 9th June 2018 : NAPP annual Conference 2018 • 4th – 9th June 2018: PPG Awareness Week <p>CM demonstrated how to access to the National Association of Patient Participation (NAPP) on the overhead projector. RR confirmed that she had e-mailed to him the user name and password.</p> <p>Corkhill Aware - this award is for practices who have presented a piece of work to NAPP.</p> <p>Building Better Partnerships – NAPP is working with NHS England & Healthwatch to improve outcomes, meet the requirements of the mandate and ensure that the NHS operates within its financial resources.</p>	
<p>5. BMG Merger update</p> <p>Dr David Peel reported the following: The five practices in Bedminster and Southville were planning a formal process that would lead to the merger of Bedminster Family Practice, Gaywood House, Surgery, Malago Surgery, Southville Surgery and the Wedmore Practice. Bedminster Family Practice have however, come to the conclusion that this is not in the best interest of the Practice at this time. The four other practices will merge on 1st April 2018.</p> <p>Key questions: If BFP stay outside this merger, how stable are they? BS replied that there was no problem as we are an innovative practice with sound finances.</p> <p>SM asked for an assurance that the Practice will include the PPG in any future potential merger discussions. BS confirmed that they would be kept aware of any discussions, as the PPG had been kept aware to date.</p> <p>LG thanked DP for bringing the Group up to date on the merger. DP said that BS needs to be part of the merger and is therefore leaving BFP on 26.01.18. DP thanked BS for all the work that he has done in the merger process at this very critical time.</p>	

6. Practice Update

Nursing Team

BS reported the following:

Jane Hayes has left the Practice due to relocation and difficulty commuting.
Shelly Joseph is leaving the practice to work nearer home and to do other things.

Recruitment

The Practice has had a good field of applicants the majority of whom come from secondary care. The following 2 nurses were selected:

Jodie Exon – is starting on 11th December and was a Band 6 nurse in Community where she was a team leader. She has had good experience but will need some treatment room training.

Maggie McCarthy – is starting 4th December. Maggie has training in long term conditions such as COPD, Asthma, Diabetes and has worked at the Practice before.

There will be a couple of weeks between the nurses leaving and nurses starting which has caused a shortage of appointments. A locum COPD nurse has been hired to cover these clinics.

VW asked who would be doing the work Ramila Patel had been doing now she has left. BS said that this work was being shared with the clinical team.

Winter Pressure – funding

Reports found that this additional funding had made no difference to attendance at A & E. BFP has a much higher number of patients attending A & E than other practices.

Discussion took place regarding the difficulties of getting through on the phone to get a same day appointment.

SM asked if we had had a good take up of flu and BS reported that it had gone okay, but the children's vaccine has problems as it is a live vaccine.

Data Sharing

Improved access – Hub clinics run on Saturday and the theory was that all patient in the cluster could be seen, but it was stopped as unsafe as the link to Southville practice EMIS system opens and then closes. Cluster system to be used more in 2018

7. One Care Update - not discussed as Jamie Turner had not been present

8. Any other business

NR - would like to discuss the following:

- Understanding the challenges that the Practice faces
- Is there any happy news?
- Analysis of incoming calls

<p>PG said that in the past members of the PPG had been given a tour of the Practice. She had found the tour very useful in demonstrating the large work load that the practice undertakes on a daily basis. It had put things into perspective, and she wondered whether another tour could be arranged? RR agreed to look into it.</p> <p>JA – highlighted a communication issue whereby those patients who communicate via fax may not be receiving the same day service. How do we prioritise these requests? CM asked can we reassure deaf people that we are addressing their needs? BS to review.</p> <p>BS reported the following good news despite the Practice budget having been reduced:</p> <ol style="list-style-type: none"> 1) New doctors – we have recruited 2 new ones and it is working well 2) The clinical team has expanded. 3) Web access project 	<p>RR</p> <p>BS</p>
<p>Next Meeting: 18th January 3.30pm</p>	

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