

MINUTES OF BEDMINSTER FAMILY PRACTICE PATIENT PARTICIPATION GROUP THURSDAY 17th May 2017

<p><u>Attendees:</u></p> <p>Leonard Glynn (LG) Pauline Glynn (PG) James Bannerman (JB) Brian Richards (BR) Jamie Turner (JT) Vince Payne (VP) Gaynor Cashman (GC) Brent Stephen (BS) Rose Ross (RR)</p> <p>Chair: Leonard Glynn Minutes: Rose Ross</p>	<p><u>Apologies:</u></p> <p>Jennifer Ackerman Mary Bannerman Sally Greeg Campbell Mackenzie Sue Marshall Valerie Weston Mavis Zutshi</p> <p>Copies to: Those present Apologies Virtual PPG members Deb O'Brien Liz Searle</p>
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	ACTION
<p>1.0 Welcome LG welcomed all to the meeting</p> <p>Apologies: Apologies received from Jennifer Ackerman, Mary Bannerman, Sally Greeg, Campbell Mackenzie, Sue Marshall, Valerie Weston and Mavis Zutshi</p>	
<p>2. Approval of previous minutes</p> <p>The previous minutes were approved.</p>	
<p>3. Actions from the previous minutes</p> <ul style="list-style-type: none"> • Document flow – Liz Searle updated as follows:- The process had been set up to make the doctors time more efficient. The admin team work to a clearly defined list/template of what happens to documents. The GP's see anything to do with oncology/cancer, results and any responses to their referrals or requests for advice from consultants. The team will always seek advice from a GP where they are unsure as to the appropriate action. There are processes in place to ensure that any actions are completed. Dr Patrick Nearney also commented that the team were cautious in their approach and that the Practice was fortunate to have the calibre of administrative staff to undertake this process and therefore freeing up the GP's time for clinical duties. They are now 3 months into this process and it is working well. • QWERTY keyboard – BS said that he has looked into the fact that the keyboard on the check in screen is not a QWERTY keyboard and therefore difficult to use. Unfortunately there is nothing that can be done to rectify this. This item relates to past take up on Friends and Family feedback. 	

Teamwork

Bedminster Family Practice recognises that their PPG is an inherent part of the larger team delivering health outcomes to the wider community. The PPG should be a vital bridge into the community support network and the local pressure groups who together will be working to enhance health outcomes.

Discussion took place on the following:

- All teams within the practice are interdependent and need to work towards running alongside each other.
- The PPG needs to start actively talking to groups within the community.
- How do we talk to the BS3 pressure Group in order to obtain local feedback
- BR expressed his concern that it should be a group that meets in Bedminster that discusses throughout the practices and does not go outside Bedminster.
- BS asked JT whether we have any connections between the school Redcliffe Childrens Centre. Who trains the staff for anaphylaxis shock?

Effectiveness

Bedminster Family Practice recognises that to be effective we must get full engagement from our patients so that they understand the value of our services and the best way to use them. The PPG will provide valuable guidance on how to communicate these needs to our patients and to receive feedback of the effect of change.

Not discussed

Estate

Bedminster Family Practice recognises that their PPG has a valuable role to play in influencing the development of BMG`s vision for property and the development of the business case to take to NHS England

Not discussed

Training and personal development

Bedminster Family Practice recognises that for BMG to become a centre of excellence for training we need the co-operation and feedback from our patients to enable the vision to become a reality. Training inevitably has an impact on appointment provision and the PPG will have an important role in liaising with the patients.

Not discussed

BS said that there needs to be a couple of ideas against each area

RR/BS

<p>7. One Care</p> <ul style="list-style-type: none"> • One Care have enabled a BNSSG wide PPG which JT goes to. • Set up a Facebook Group – Jamie Turner is joining • Wyfi has been brought into the Practice through payment from One Care for 1 year • One Care meeting next month • One Care want all practices to have social media on-line within the area <ol style="list-style-type: none"> 1. Physio pilot which enables patients to be seen or phoned back by a physiotherapist within 6 weeks 2. Saturday Hub Clinic Link up with the 5 other practices to run Saturday surgeries with GP's and nurses <p>One care/NHS England Resilience Funding to help with merger</p> <p>Jamie asked if anyone objected to his involvement with other practices. The agreement was unanimous.</p>	
<p>Practice update</p> <p>The Practice has just recruited 2 new salaried GP, James Rowbern and David Boulton. Both doctors have worked here before and will be doing 6 sessions each.</p> <p>Dr S Davies is leaving in July to work for 6 months in Townships outside Johannesburg.</p> <p>Dr Shahid is coming back in September to do 4 sessions per week.</p> <p>Dr Jane Collyer is leaving the practice at the end of September as her husband's work is moving to Cambridge.</p> <p>There was a formal meeting on 25th April with the Partners from the BMG 5 practices. This resulted in a unanimous decision to move forward with a formal application to be put forward to NHS England Friday 18th May 2017.</p> <p>It is hoped that the Bedminster Medical Group will be operational by October 1st 2017.</p>	
<p>Any other business</p> <p>JT One Care/NAPP/Healthwatch</p> <p>RR to send round e-mail describing what Healthwatch represents and what they do.</p>	RR
<p>Next Meeting: Thursday 20th July 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