

MINUTES OF BEDMINSTER FAMILY PRACTICE PATIENT PARTICIPATION GROUP THURSDAY 18th JANUARY 2018

Those present: Dr David Peel (DP) Sue Ashford (SA) Assistant Practice Manager

PPG members – LG (Chair) VP, VW, VP

Copies to: Those present, Apologies, Secretary

	ACTION
<p>1.0 Welcome LG welcomed all to the meeting</p> <p>Apologies: Apologies received from JA, JB, MB, GC, ED, PG, PJ, BR, and SW</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"> • Deaf Patients - JA raised the issue regarding contacting the surgery. All deaf patients can contact the surgery before 8.30am via fax and all the faxes will be checked and dealt with as a priority. • Tour of the building - SA will offer a tour of building to any new PPG members to show how much work is done behind the scenes and the kind of work that takes place. 	SA
<p>4. Health Watch</p> <p>SA introduced Sarah Ambe from Healthwatch Bristol. Sarah said that every local authority has a Healthwatch which is funded by the Local Authority, they are the friendly face of CQC.</p> <p>Healthwatch is an independent organisation that involves volunteers. It is an influential and effective voice of the public in relation to health and social care services.</p> <p>Healthwatch has three main functions:</p> <ul style="list-style-type: none"> • Patient and Public involvement in representation and commissioning • Information and Signposting – Well Aware provides this function • Advocacy – SEAP provide this function 	

See attached presentation



Healthwatch
presentation - Bristol

Sarah is happy to come to events to promote Healthwatch in surgeries.

Dr Peel joined the Meeting

6. Practice Update

SA updated the meeting on the following topics:

Care Navigation This is a new system that we want to adopt to try and ensure that the patient reaches the correct person first time, ie ANP/Nurse/Pharmacy.

New Receptionists: We have taken on two new receptionists one of which will transfer to admin at a later date to assist with document workflow.

Apprentice: Unfortunately our apprentice is no longer working at the practice.

Liz Searle: Liz has left BFP to go and work as an Operations Manager with Brent at Gaywood House Surgery.

At this point SA said that she would be taking over from Brent in the interim period before the start of the new Practice Manager. She expressed her thanks for all that Brent had done for the practice and wished him well for the future.

Next Meeting: Thursday 19th April 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