

## MINUTES OF BEDMINSTER FAMILY PRACTICE PATIENT PARTICIPATION GROUP THURSDAY 19<sup>th</sup> APRIL 2018

Those present: Dr David Boulton DB (Salaried GP) Rose Ross RR (administrator)  
PPG members - LG (Chair) JB, MB, PG, BR, VW, SM

Copies to : Those present, Apologies, Secretary

	ACTION
<p><b>1.0 Welcome</b> LG welcomed all to the meeting</p> <p><b>Apologies:</b> Apologies received from: JA, GC, ED, SG, CM, DM and VP</p>	
<p><b>3. Actions from the previous minutes</b></p> <ul style="list-style-type: none"> <li>• <b>Tour of the building</b> – RR asked if there was anyone present who had not had a tour of the building and would like one. All those present had had a tour so RR said that if there was anyone wishing to have a visit to let her know.</li> <li>• <b>Healthwatch</b> As there had only been 3 PPG members present at the last meeting RR asked if it would be a good idea to ask Healthwatch to return to a PPG meeting. It was agreed to ask them again but to ensure the talk was for a maximum of 20 minutes.</li> </ul>	RR
<p><b>4. NAPP report</b></p> <p><b>NAPP Annual Conference 9<sup>th</sup> June 2018 at Nottingham Belfry Hotel</b> As CM had sent his apologies RR asked if anyone present was interested or able to attend the NAPP Conference in June. Nobody was able to go so if any other PPG member is interested in attending could they please let RR know as soon as possible.</p> <p><b>PPG Awareness Week 4<sup>th</sup> – 9<sup>th</sup> June</b></p> <p><b>i. Table display.</b> Discussion took place as to how the group could promote the PPG during that week. It was agreed that a display would be put together for the waiting room and the table would be manned by members where possible. VW and SM said that they would be able to help during that week either in the morning or the afternoon. If there is anybody else who could help during that week could they please let RR know their availability so that she can put together a time table.</p> <p><b>ii. Short questionnaire</b> It was suggested that the practice should put together a short questionnaire as to what patients require from the practice.</p>	ALL  ALL/RR

<p><b>iii. Achievements during the past year</b> It was suggested that a short piece should be written about what the practice had done in the last year and what they are in the process of doing this year. This could be available with the display.</p>	
<p><b>5. Support for deaf patients</b> The BMG was going to form a special group for deaf patients across the 5 local practices. At present the data suggests there are over 300 patients with varying degrees of hearing difficulty and it is hoped that JA can give some input into this project.</p> <p>LA who had hoped to attend in the absence of JA raised the following points:</p> <ol style="list-style-type: none"> <li>1. Fax machine – Not all deaf people have a fax machine or use it any longer as it is an old method of communication. Also the e-mail should be included and read by the receptionists immediately as they do with incoming telephone calls.</li> <li>2. Signing Video – item for next agenda</li> </ol> <p>RR to find out how many patients at the practice have a hearing problem</p>	<p>RR</p> <p>RR</p>
<p><b>6. Future Projects for the PPG</b></p> <ul style="list-style-type: none"> <li>• <b>Notice Board</b> SM said she had previously been involved in updating the notice board and agreed that it needed updating. Discussion took place regarding displaying the number of people who fail to attend their appointment (DNA) and it was suggested that these figures should be displayed again. RR to discuss with SA.</li> <li>• <b>Appointments</b> Recurring issues regarding getting an appointment were discussed. In particular JB mentioned a tragic incident that he had read about in the newspaper. JB discussed a process he had used at work when solving a problem and said he would send RR an email regarding the process of “Appreciating the situation”.</li> </ul>	<p>RR</p> <p>JB</p>
<p><b>7. Practice update</b></p> <ol style="list-style-type: none"> <li>1. We have a <b>new PM</b>, Lynda Savarizadeh, who joined the Practice a couple of weeks ago (3<sup>rd</sup> April). Lynda had hoped to come along today but, unfortunately, had to attend an external meeting. She is however very enthusiastic about our PPG and looking forward to the next; by which time she will be more familiar with the Surgery, etc. By way of background, Lynda is a Solicitor by profession and brings to the surgery a wealth of management experience from the legal sector. She has a particular interest in quality, client care, process development and promoting good communication. She is new to the Primary Care arena but picking things up quickly.</li> </ol>	

<p>2. In the next few months, we will be introducing <b>Privacy Notices</b> which explain how we hold and use data. There will be more on this at the next meeting but wanted to flag it up now. You are probably already seeing similar things from, for example, your banks and other organisations that email or write to you.</p> <p>3. <b>QOF</b> – we are thrilled to report that we attained 99% QOF points this year. We were only 4.3 points off the maximum.</p> <p>4. <b>Care Navigation:</b></p> <ul style="list-style-type: none"> <li>• BFP is in the process of adopting a local-wide scheme, aimed at enhancing patient care by ensuring patients are directed to the most appropriate source of help; first time where at all possible. For those of you who have contacted the practice recently you may already have been asked for a brief reason for your intended visit.</li> <li>• What we would like from you? Your patience and understanding about why you have been asked for a brief reason for your proposed visit or call. Staff are not being intrusive but simply seeking information so they know how and where best to direct you, and all at your first point of contact with us.</li> <li>• It's an ongoing project, currently at a very early stage, and we will update the PPG at the next meeting, by which time it will have been in place for a while. A notice will appear shortly on our website too explaining this.</li> <li>• We would also welcome your feedback at the next PPG on how this is going, if at all possible, so we can review any issues that arise and try to smooth out any wrinkles in the process or training.</li> <li>• Our receptionists are undergoing training and our system is due to be updated with a toolkit which helps to facilitate this. We are building up a directory of services that patients can access and will be liaising with other practices too, so we can all learn from each other.</li> <li>• If you are at the front desk and don't feel comfortable answering a question there, just ask to speak to the receptionist at our confidential hatch.</li> <li>• Please be reassured that staff are not being nosy and are not looking for a full explanation of patients' medical issues. They just need a very brief description of the issue so they know how and where best to direct you.</li> </ul> <p>BR drew attention to the fact that he felt the confidential hatch was not confidential. RR agreed to bring this to the attention of the Practice Manager</p>	RR
<p><b>Next Meeting:</b> Discussion took place as to whether the PPG meeting should be held every 2 or 3 months. It was agreed that it should remain every 2 months but that during the summer months it would be 3 monthly and if a date fell in December it would be delayed until January</p> <p><b>Thursday 5<sup>th</sup> July 3.30pm</b></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**