

MINUTES OF BEDMINSTER FAMILY PRACTICE PATIENT PARTICIPATION GROUP THURSDAY 19th JANUARY 2017

<p><u>Attendees:</u> Jennifer Ackerman (JA) James Bannerman (JB) Mary Bannerman (MB) Gaenor Cashman (GC) Leonard Glyn (LG) Pauline Glyn (PG) Sally Gregg (SG) Campbell Mackenzie (CM) Sue Marshall (SM) Vince Payne (VP) Jamie Turner (JT) Brian Richards (BR) Valerie Weston (VW) Stephen Watts (SW) Dr D Peel (DP) Rose Ross (RR) Brent Stephen (BS) Frank (BSL Interpreter)</p> <p>Chair: Leonard Glyn Minutes: Rose Ross</p>	<p><u>Apologies:</u> No apologies</p> <p><u>Copies to:</u> 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: No apologies received</p>	
<p>2. Approval of previous minutes BR approved the previous minutes VW seconded the minutes</p>	
<p>3. Actions from the previous minutes</p> <p>JT commented that the minutes had not been e-mailed out on the bcc (blind carbon copy) line. RR apologised for the error.</p> <p>BS confirmed that the Pharmacy opening times will now be displayed on the Practice front door for any periods of extended closure. The CCG Medicine Management confirmed that NHS 111 are provided with Pharmacy opening times.</p>	
<p>4. Feedback of complaints and suggestions</p> <p>Complaints BS reported that during the previous year, 2015-16 there had been 37 complaints which the CQC inspector had thought was excessive. The total so far for this year</p>	

<p>(April – January) is 18</p> <p>BS described the system for the recording of patient complaints whereby after the complaints have been investigated they are categorized as upheld (grounds for complaint) or not upheld (no grounds for complaint) and they are also recorded by the subject of the complaint .</p> <p>JT asked if we had had comments regarding social media. BS said that we are aware that there are some complaints on Google, Twitter and Facebook but that BFP does not engage in online dialogue.</p> <p>Suggestions The practice had received no suggestions</p>	
<p>5. NAPP report CM reported on the following:</p> <p>Annual Conference - 24th June at the Hampshire Court Hotel, Basingstoke, Hampshire. CM suggested that 2 people attend this conference.</p> <p>PPG Awareness week – CM did not know the date of the awareness week but suggested that when we know the date it is advertised with notices around the building.</p> <p>CQC Inspection Reports - the CQC Inspection Report of BFP is available on the web site. As there are members of the PPG who do not have access to a computer BS said that he would post a copy to them.</p> <p>BS described the areas of the report and the key lines of enquiry - are they safe/ well lead/ responsive/effective and caring.</p> <p>Building better partnerships - this NAPP editorial is available on the NAPP website. RR will re-submit the practice passwork to provide access to NAPP</p> <p>Dr Peel JT asked DP how the government`s proposal for access to GP`s 7 days a week will work. DP responded that patients already had 7 day access, through access to Brisdoc, and that Bristol 7 day access is good.</p> <p>Practice is waiting to see what the regulations will be and the requirements</p> <p>BR suggested that the PPG saw the plans/response before they were submitted. DP thought that this would be helpful to the practice.</p>	<p>RR</p> <p>RR</p>
<p>6. Friends and FamilyTest BS said that FFT has become a contractual requirement and the practice must do a report even if there has been no response. At BFP the patient can respond either on line or at the check in screen and the core question is “would you</p>	<p>ALL</p>

<p>recommend this service to your Friends and Family”</p> <p>BS said that at Gaywood House they do get responses but here at BFP we do not. Discussion took place as to how the practice could get people to respond. BS asked PPG members to look on the practice website to see whether it encourages them to respond and if not how could it be made more attractive?</p> <p>Following suggestions:</p> <ul style="list-style-type: none"> • Receptionist were encourage to give out forms at reception • A notice to be put above the check in machine. • There should be a push on using paper questions • Doctors and nurses to remind patients to complete the test • A poster should be put up in reception 	
<p>7. Funding Streams</p> <p>Resilience Fund BS said that this fund is for enhanced access and BFP had £11,500 tag against it. The fund is to encourage practice to cluster together to form bigger groups.</p> <p>Pharmacist Fund This fund acknowledges that Pharmacist can do more to free up GP`s time. An application for the fund has been made and we await the outcome.</p>	
<p>8. Aims and Objectives of the PPG</p> <p>CM suggested that this item should appear early on in the next agenda so that there would be more time for discussion.</p> <p>LG suggested that local practices could get in touch with other practices to develop a Central Purchasing Group to purchase such items at gloves. BS said that the LMC does have a buying group at present which practices can use.</p>	RR
<p>9. Practice Update</p> <p>TV information screen in reception</p> <ul style="list-style-type: none"> • Cost £5,000 to put into place • JA said that the practice should consider that there should be signing alongside the screen. She also pointed out that deaf people have a different language • PG thought a TV would be useful to draw attention to the Friends and Family test, PGG Awareness week and other events. <p>New Cleaners BS reported that the new cleaners were doing a good job especially in the downstairs toilet</p>	

Next Meeting: Thursday 16th March at 3.30pm	
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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

Note: Subsequent to the meeting BS met with JA to understand JA`s enhanced needs during the PPG meetings. BS also agreed to work with JA to facilitate a BMG Meeting for patients who are hard/without hearing.