

MINUTES OF BEDMINSTER FAMILY PRACTICE PATIENT PARTICIPATION GROUP THURSDAY 20th JULY 2017

<p><u>Attendees:</u></p> <p>Leonard Glynn (LG) Pauline Glynn (PG) James Bannerman (JB) Mary Bannerman (MB) Brian Richards (BR) Jamie Turner (JT) Val Weston</p> <p>Brent Stephen (BS) Rose Ross (RR)</p> <p>Chair: Leonard Glynn Minutes: Rose Ross</p>	<p><u>Apologies:</u></p> <p>Jennifer Ackerman Gaenor Cashman Stephen Davis Sally Gregg Vince Payne Dr David Peel</p> <p>Copies to: Those present Apologies Virtual PPG members Deb O'Brien</p>
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	ACTION
<p>Initial Meeting of the Bedminster Medical Group (BMG) Patient Participation Group (PPG)</p> <p>See minutes attached</p>	RR
<p>1.0 Welcome LG welcomed all to the meeting</p> <p>Apologies: Apologies received from Jennifer Ackerman, Gaenor Cashman, Stephen Davis, Sally Gregg, Vince Payne and David Peel</p>	
<p>2. Approval of previous minutes</p> <p>The previous minutes were approved by PG and seconded by SM</p>	
<p>3. Actions from the previous minutes</p> <ul style="list-style-type: none"> • Centre for the deaf and hard of hearing – BS needs some input from Jennifer Ackerman and is awaiting a response from her. Practices are unable to arrange a meeting for excessively large numbers of patients so we need to work out a way forward. <p>BS will look at getting in touch with the Vassal Centre for Deaf and Hard of hearing with a view to co-locating it with the blind centre as was originally the case.</p>	BS

<ul style="list-style-type: none"> • PPG Awareness Week RR thanked VW, JT and CM for coming in to reception and manning the desk. Four new patients signed up to join the group. VW said that she did approach several mothers with children but mostly not interested in joining as time of meetings clashes with picking up children from school, but also said too busy to be a `virtual` email member. • Healthwatch Rose said that she would phone Healthwatch and ask if they have someone who can come out to the PPG meeting to describe what they do 	RR
<p>4. NAPP Report CM unable to attend the meeting</p>	
<p>5. Appointment System VW described the perennial problem which patients have of trying to get through from 8.30 am on the phone to make a non-urgent appointment. She said that earlier in July she had tried on 4 different days from 8.30am onwards – once for an hour. When she did get through all the appointments were gone. BS described the method of using the appointments bookable on line which are available early morning and late afternoon. Admin staff are helping the reception staff at peak time to deal with the volume of calls.</p> <p>BS said that the situation had been exacerbated recently as the practice was 2 doctors down with Dr Boulton in America and Dr Davies on paternity leave. In addition Dr Shahid was on maternity leave thus losing an additional 4 sessions.</p> <p>The Practice has a dedicated locum budget which it needs to keep within.</p> <p>It is hoped that the situation will improve with 160 appointments per week being put into the system with Hayley and Louise.</p> <p>The practice is recruiting at present for a full time position. Dr Shahid is returning from maternity leave in August. Hayley is going to do visits on Wednesday morning which will put 18 appointments back in the system.</p> <p>The new salaried GP Dr James Rowbern will do 6 sessions (practice is losing 5 sessions with Dr Collyer leaving) which again will provide additional appointments.</p> <p>Malago is about to launch 15 minute appointments, everybody is awaiting to hear how it goes.</p>	
<p>6. One Care JT described data sharing between practices. The One Care agreement will enable staff in local GP practices, the OOH service and other NHS providers to access your patient record to improve continuity of care.</p> <p>All patient information is subject to very strict security controls. Every time your personal information is accessed, this activity is recorded electronically and the</p>	

<p>Practice will get a monthly report from One Care with a list of names asking the reason staff have accessed notes/records.</p>	
<p>7. Practice Update</p> <p>Frailty New piece of work which is contractual. Software is lodged on the medical system with an icon which alerts GP's to ask the patient questions regarding frailty. If the patient is identified as being severely frail district nurses or social care are brought in to provide more care.</p> <p>Dr Sharmin Shahid will be returning from maternity leave on 1st August and will be working Tuesday morning, Wednesday afternoon and all day Thursday.</p> <p>Hayley Britton has passed her prescribing exam with 96% and will be doing GP visiting and prescribing</p> <p>CQC update Following a recent visit the BFP rating has now been altered to good</p>	
<p>Any other business</p> <ul style="list-style-type: none"> • VW and JT are going to be part of the BMG PPG. All future agendas will have the item "BMG merger update" when they will update the group on what is happening • JT asked if it was okay for his dad to attend the next PPG meeting as he is curious to know how our PPG is run. There were no objections. 	
<p>Next Meeting: Thursday 21st September 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