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| <p><b>3. Actions from the previous minutes</b></p> <ul style="list-style-type: none"> <li> <p><b>Friends and Family Data Analysis</b></p> <p>There has been a very poor feedback to this survey which was created to help GP`s understand whether their patients are happy with the service provided, or where improvements are needed.</p> <p>Discussion took place as to whether it was the wrong title and what was the best way to encourage patients to respond after their appointment. RR will look into what improvements are being made and will report back with available data analysis at the next meeting.</p> </li> <li> <p><b>Future Project Ideas</b></p> <p>RR had spoken to a member of staff at the Nailsea family practice regarding how their PPG was run. Their PPG is a constitutionally formed body of Backwell and Nailsea Medical Group who organise events and activities which support the Practice.</p> <p>LG and PG offered to talk to a member of the group and possibly to attend a PPG meeting.</p> </li> <li> <p><b>DNA poster</b></p> <p>RR said that the DNA poster was now up in reception and would be updated every 3 months.</p> <p>There was discussion about there being a better way to cancel an appointment and whether there is any possibility to have a button on the phone to cancel an appointment. Unfortunately this is not possible at present.</p> </li> </ul> | <p>RR</p> <p>LG and PG</p> |
| <p><b>4. NAPP Report</b></p> <p>CM discussed the NAPP January E-Bulletin and drew attention to the following:</p> <p>15<sup>th</sup> June 2019: NAPP annual Conference “Celebrating General Practice” at the Cheltenham Chase Hotel in Cheltenham, Gloucestershire.</p> <p>CM said that there was a possibility that he could attend. It was suggested that PPG members consult their diaries to see their availability.</p> <p>10<sup>th</sup> -15<sup>th</sup> June: PPG Awareness Week - volunteers are needed for this week.</p> <p>CM briefly mentioned a way in which our PPG could get involved with NAPP. CM to report back at next meeting</p>  | <p>ALL</p> <p>CM</p>       |
| <p><b>5. Practice update -</b></p> <p>Dr Wilson gave an update on the current situation at the Practice. He said that Dr Nearney and himself were working well together in a constantly changing field and that he thought that they were now in a position to focus on the future.</p>  |                            |

LS reported the following:

**1. Personnel**

- Dr Peel left at the end of December
- Dr Shahid will be leaving the Practice at the end of January
- New nurse, Emily, is starting with us full time on 18<sup>th</sup> February – COPD specialist and will focus on chronic disease management.
- Dr Susie Davies is returning in March
- Actively recruiting for new partners, GP/s and/or Advanced Nurse practitioner (ANP)
- Nurses Hayley and Louise are absent at present, personal reasons but we have a regular, similarly experienced ANP covering Katie Stewart.
- Continuing to have Shelly and Kate in and Maggie`s also doing some days so we do not lose any appointments.
- Reception: since the last meeting , Caleb has joined but left us earlier this month for Australia. Juliet joined us in November, she will work in admin and reception. We are currently interviewing for a new receptionist and it is going well.

**2. Update on Care Navigation Initiative**

- Undertaking some facilitated work starting later this week and ending in early March. This will involve analysis of appointments and whether patients are ending up with the right person for their particular issue.
- Involving clinical and reception staff along with our rota manager
- This analysis will then help to inform how we introduce Care Navigation.
- Involve additional training with the reception team.
- Will update the PPG at the next Meeting

**3. Practice Building**

- Renewing carpets in most areas – including the main reception area, some of the consultation rooms, patching some of the worse areas.
- Blocked a doorway between 2 adjoining consultation rooms which has helped to reduced sound carrying between rooms.
- Undertaking various maintenance and upkeep work around the building.

The Practice is looking at software which will get results out by text. LS to report back at the next meeting.

LS

LS

**Next Meeting: THURSDAY 11<sup>TH</sup> APRIL 3.30 PM**

**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**