

**The Family Practice Western College  
Patient Participation Group**

**Resume of the Meeting Held 3.9.18**

**Present:**

Suzanne Priest (SP)	Jill White - Chair ( JW)
Denise Williams (DW)	Penny Dobson (PD)
Ann Nicholls (AN)	Ruth Baber (RB)
Jim Jarman (IJ)	John Plumb (JP)
Ann Light (AL)	Georges Ware (GW)
David Shelton	James Baker - GP Partner

**Apologies:**

Ian Goodenough	Fiona McKenzie
Catherine Eva	Ifra Jarman

**Minutes of the last meeting**

These were agreed by all.

**Term of Office for Chair and AGM**

Everyone agreed that the Term of Office for the Chair should be 3 years with a possible extension to 5 years in extraordinary circumstances.

The position of Vice Chair was discussed and David Shelton agreed to consider taking this on and said he would let JW know his decision by email.

Post meeting update – DS agreed to act as Vice Chair.

**Dates of Future Meetings**

The date of the next meeting was agreed for 10 December 2018.

Dates of meetings for 2019 were set as follows:

- 4 March
- 3 June
- 9 September
- 9 December

## **Annual General Meeting**

It was agreed to hold an AGM on 3 June 2019.

## **Suzanne Priest, Business Manager – Overview**

Suzanne joined the practice on 16 July 2018 and gave an overview of her career. Suzanne is a qualified accountant and has worked in the NHS for more than 20 years. She has worked in hospitals, Primary Care Trusts, a Strategic Health Authority, Specialist Commissioning, Local Government, Civil Service and in schools. Either Suzanne or Denise will attend future PPG meetings, depending on agenda items.

## **Attendance**

There was a short discussion about attendance at the meetings and on which day to hold them, but it was agreed to continue with Mondays.

## **Emails from Jill White**

Jill had recently sent out an email to all members, but not heard back from some people. Some members are undecided about whether they want to continue as part of the PPG. Jill asked everyone to acknowledge her emails when they are sent – just a quick 'Fine' or 'Noted' would be sufficient, in order that Jill knows the email has been received.

## **Website**

There was a discussion about the website. Photos are required in some cases and two of the female GPs need to provide a brief paragraph about their background. DW has already asked them for this, but will chase them again. A request was also made to post a news item on the website about the new management team and any other news.

This prompted a further discussion about producing an up to date photo board for the waiting room, so patients can put names to faces.

## **Communications Newsletter CQC**

JW discussed the newsletter which had been sent through from the CQC over the last few weeks. JW thought that perhaps other members of the group may like to read the newsletter and asked whether there was a consensus to further the distribution. Everyone agreed that they would like to see this and it was agreed that it should be added to the website.

## **One Care Reference Group**

Texting results were covered at the recent OC Reference Group. A discussion about texting results at The Family Practice then took place and Dr Baker gave a detailed explanation of how it works, the advantages for both patients and clinicians and he addressed some concerns.

Following a question about emergency access to GPs, Dr Baker went on to explain why the practice does not offer an Open Access style appointment system – where slots would be blocked out for patients to sit and wait, as it's possible that no-one would turn up and the appointments would be wasted. He added that there are urgent slots for phlebotomy and the BRI also operates a 'sit and wait' service for bloods.

There was a comment that capacity was insufficient, but Dr Baker explained that capacity wasn't the problem, so much as the level of complexity.

## **Practice Update**

Dr Baker informed everyone that Dr Michelle Tan is leaving to pursue her interest in dermatology. Also that Dr Gabriella Blazewicz has joined the practice, three days per week, one day to cover Dr Mear's maternity leave and two days to provide additional capacity. Dr Baker added that it's possible that another clinical, possibly an alternative practitioner, will be taken on as well.

JW explained a little about Federations and plans for practices across the NW locality to work together on areas such as Improving Access – working 8-8 and/or 7 days per week. This is being introduced with effect from 1.10.18 across Bristol, North Somerset and South Gloucestershire. There will be a six month transitional period; eventually one practice in the locality will be open between 8 and 8, on every day of the week. It is expected that Brisdoc, the local Out of Hours provider, will take on this responsibility for practices for some of these hours across weekends and bank holidays, but practices will be working collaboratively to facilitate the 8-8 working across weekdays and 8am to 1pm across Saturdays.

To meet its obligations with regards to this, the practice will need to provide six hours of services per week outside of 'core hours' – 8am to 6:30pm – work and discussions are ongoing both within the practice team and wider locality as to how this will be implemented. There is funding for this for the next eighteen months. This is designed to reduce the pressure on A & E, but Dr Baker pointed out that the practice has been asked to offer pre-bookable appointments which will not impact A & E. He also explained that patients tend to use weekend slots for emergencies rather than routine appointments so the provision of pre bookable slots did not necessarily reflect what patients may need or want.

The practice was asked to post some information about Improved Access on the website and around the practice.

Flu Campaign – there are two vaccinations now for adults and a nasal spray for children. The vaccination for adults aged 65 and over contains an ‘adjuvant’ which improves efficacy by boosting the immune response for those who are more at risk. Clinics commence imminently and text messages were being sent out from 3 September – letters will be sent to anyone unable to receive texts. Appointments will be spread across September with those under 65 being seen towards the end of the month. Unfortunately, in order to manage bookings, we are unable to offer flu appointments online.

Next meeting - Monday 10 December 2018 - 7pm at The Family Practice.