

The Family Practice Western College Patient Participation Group

Minutes of the meeting held on Zoom: 10/3/2025

Present:

Jill White (JW) (Chair)	
Nick Benson (NB)	
Ann Nicholls (AN)	
Sarah Udo-Affia (SU-A)	
Penny Dobson (PD) (Minutes)	
John Plumb (JP)	
Ian Goodenough (IG)	
Dr Sachdeva (AS) (GP)	
Kelly Britton (KB) (Operations Manager)	

1. Apologies:

None	

2. Minutes of last Meeting (9/12/2024) and Matters Arising

These were approved.

3. Feedback from JP from Bristol's PPG Forum Meeting

The following item was raised by The Family Practice (TFP) PPG : **Potential impact of increase in NI employers contributions and min Living Wage on GP surgeries:**

Bristol PPGs Forum Group members suggested that annual costs for GP practices of the Increases in NI and the living wage could range from £40k pa to as much as £100 k pa. Ron Mendel of Westbury on Trym PPG and Norma Wilson of the Greenway Practice PPG had a meeting attended by their local MP, Darren Jones MP (also Chief Secretary to the Treasury), in which they were allowed about 20 minutes to raise concerns. They sought to secure his agreement to take concerns to Wes Streeting MP, Sec of State Health / Social Care.

Norma felt the meeting showed a lack of joined- up thinking. Darren Jones did not seem to connect the increase in NI contributions to an inability to support primary care adequately. It was felt that ultimately the meeting would make little difference.

Other items of interest from the PPG Forum Meeting:-

At the Greenway Practice patients can now see same GP on each occasion. Birmingham University was carrying out a study that is looking at the value of continuity in patient care. The Greenway Practice had been asked to form a focus group to assess this.

The Gloucester Road Practice is installing a new appointment approach that has fewer slots but each appointment is longer.

Ron Mendel of WoT reported on a coffee morning that focused on helping patients to use the NHS App and the Practice website.

Paul Wheeler of the Priory Surgery PPG said that his Practice was introducing a "Total Triage" system. Patients seeking a GP appointment either filled in an online request form or could still phone or go to the surgery to seek an appointment. Patient requests were entered as an online request by reception staff. So there is a consistent triage approach for all patients regardless of how they contact the surgery.

Paul wondered if any other practices were using this system? - Forum members to try to find out.

The next meeting of the Bristol PPGs Forum is 16th April 2025. This will be attended, as usual, by JP – thankyou John.

4. NHS App

KB reported that TFP has recently produced business cards, with a QR code, to enable patients to upload the App. These are available in the waiting room. IG said that he has found the App very useful; he hasn't yet had the time to volunteer to help others, but does plan to start. JW said that direct help was available from Tony Lumbar, the chair of the Whiteladies GP Practice, via the TFP manager.

5. Operation Manager's Report (KB)

KB reported that a new and widely experienced nurse practitioner to lead the treatment room team has been recruited. Her name is Amber Daw – and she starts this week. The reception team remains fully staffed.

There are three trainee GPs at the Practice; Dr Beeson, Dr Irwin and Dr Miller, with Dr McGuinness and Dr Smyk being their trainee supervisors.

KB reported that the number of DNAs (Do not attends) has remained about the same as at the last meeting in December (then nurses at 287 and doctors at 103); the age range 18-39 years remains the highest culprits. IG asked whether this range could be refined, to allow greater understanding. It was agreed that DNAs are a serious issue.

ACTION KB to investigate with the IT team.

Report Name: DNAs (Nurse) - Flu excluded NOV 2024 - FEB 2025

Patient Population: All Appointments

Patient Age

0-17	18
18-39	118
40-64	73
65 and older	<u>78</u>
	287

Report Name: DNAs (GP) – Flu excluded SEP - NOV 2024

Patient Age

0-17	13
18-39	53
40-64	25
65 and over	<u>14</u>
	105

There was a discussion about ways to remind patients about impending appointments. The current system is via automated text reminders. **ACTION KB to raise at a practice meeting whether reminders on the NHS App would be possible/helpful.**

6. GP Report

AS reported that TFP has recently installed an AI aid for GPs, called Heidi – to listen to the consultations and to formulate notes. These are checked by the GP at the end of the consultation. This is an optional tool for the GP and the patient (patients will be asked at the beginning of the consultation if they are happy to be recorded).

Confidentiality remains the same. The take-up so far has been good.

JW asked whether it can be used for telephone consultations – but AS said not, as the confidentiality limits may be compromised.

7. Website Report

PD noticed that TFP has a link to a clinic in Uganda, but little is known about it. AS said that Dr Bowen had initiated this, but didn't know more. **ACTION KB will investigate whether a pen portrait of the work of this clinic and TFP's contribution could be done for the website.**

PD noticed that the Poorly Poppets section of the website (within the Admin Room), organised with HealthWest, needs updating re the date of the next Parenting Programme meeting. Also, in the light of the current national problem of children starting primary school not potty trained, there could perhaps be better signposting

re potty training (eg to the ERIC Website). **ACTION KB to facilitate a link between PD and the relevant person at HealthWest.**

PD also raised whether the HandiApp could include a signpost for acute constipation, given the large number of children attending A&E for impaction. AS thought that this would not be appropriate under the acute care section.

PD also raised that, under the Feedback and Complaints section on the website, the last complaint was on 28/4/2019! **ACTION KB to investigate.**

PD noticed and reported (while in the waiting room), that a series of new posters – great in content – had too small a print to be easily read. KB said that this has been addressed.

8. AOB

AN raised lack of communication from a local pharmacist on an issue she experienced recently ie the pharmacy didn't ring her back as promised. **ACTION KB will liaise with AN and investigate.**

NB said that a nurse at TFP told him recently that the Practice will not be sending out text messages when blood tests are normal, on the assumption that patients will understand that not getting a text means that their blood test is normal. AS said that normal results will still be uploaded on to patient Apps. There seems to be some confusion about this within TFP. **ACTION KB will clarify and report back.**

PD and JW have recently attended a conference in Bristol, arranged in conjunction with ERIC, The Children's Bowel & Bladder Charity, outlining research from the Children of the 90's study on the link between bladder and bowel problems in children and young people and their mental health. One issue that was raised was the often poor communication between child and adult NHS services during the transition period 16-18 years, with GPs being in the middle. AS said that one problem is that adult NHS services work on different criteria – and with a less/different specialist brief. It is up to the paediatrician to pass to the GP the detailed relevant information, which does not always happen. AS did not have any suggestions on how this could be improved.

Proposed dates of next meetings:

9/6/2025

8/9/2025

8/12/2025

PD 11/ 03 /2025