

## The Family Practice Western College Patient Participation Group

### Minutes of the meeting held on Zoom: 9/6/2025

#### Present:

Jill White ( JW) (Chair)	
Nick Benson ( NB)	
Ann Nicholls ( AN)	
Sarah Udo-Affia ( SU-A)	
Penny Dobson ( PD) ( Minutes)	
John Plumb (JP)	
Dr Nicola McGuinness ( NM ) (GP)	
Kathy Turner ( KT) ( Practice Manager)	

#### **1. Apologies:**

Ian Goodenough ( IG)	

#### **2. Minutes of last Meeting ( 10/03/2025)**

These were approved.

#### **3. Website Report ( PD)**

**Matters Arising from last meeting:** The link to the clinic in Uganda has been broken, but KT will investigate its reinstatement; there are apparently no further dates re the Poorly Puppets scheme; KT will make sure that PD is linked to the relevant person at HealthWest re signposting people to relevant organisations re help with potty training. **ACTION KT**

There were no additional issues raised.

#### **4. Chair Report ( JW)**

There was a discussion about how easy it is for patients to get an appointment. JW said that she has recently had a good experience in this area. She mentioned that while helping a friend at another Practice, there were 9 different items on the answerphone message, before getting into a call holding mode – all designed to encourage other means of communication. She encouraged the friend to

persevere! She felt therefore that our Practice was more balanced and user-friendly in this respect.

There was also a discussion about the prescription review process. JW asked whether this could be GP- led – so the patient got alerted rather than relying upon the patient trying to get a GP appointment, which isn't always easy. NM said that the GPs don't have the capacity to do medication reviews, but this should be done by the pharmacist – but with the GP becoming involved only if there is a problem or reaction to the medication. NB said that he has been referred to the pharmacist for review 3 times this year – and has had a very good service. **ACTION KT will feed this back to the pharmacists concerned.**

PD raised the issue of social prescribing, as a neighbour is having help sorting out her IT problems. KT said that the PCN has a small social prescribing team, with volunteer support, led by Will Shipp. It is based at the Whiteladies surgery. They do a range of work (usually for one hour per patient), with about 20 patients at a time who need additional support. This is following an individual assessment. Activities include work with carers, coffee mornings for those who feel isolated (at Café#1, Whiteladies Road). They do a monthly/quarterly report. **It was agreed that it would be a good idea to publish these reports on TFP website. ACTION KT.**

## 5. Business Manager's Report (KT)

Report Name: DNAs (Nurse) - Flu excluded – 3 months March 2025 - May 2025

Patient Population: All Appointments

0-17	9
18-39	60
40-64	41
65 and older	<u>41</u>
	151

Report Name: DNAs (GP) – Flu excluded – 3 months March- May 2025

Patient population: All Appointments

0-17	17
18-39	40
40-64	30
65 and over	<u>44</u>
	131

There were slightly more DNAs proportionally in the 65+ this quarter.

There was a further discussion about keeping down DNA rates as a result of a question by IG. KT felt that TFP are doing all they can to remind about appointments; there are notices on the website and in the waiting area, patients get text reminders – and if miss 3 telephone appointments they get a warning letter. Su-A wondered whether there would be any value in breaking down the age groups eg 18-35 years. KT felt that this would not greatly help.

As a percentage of appointments attended, the practice has about 98% attendance whereas nationally the average is just below 90%.

KT said that the staff team is very stable at the moment.

#### **6. Feedback from JP from Bristol's PPG Forum Meeting**

There was a discussion about the planned closure of the ACER Unit in Southmead at the end of June 2025. This has 10 beds to treat people who are abusing alcohol and wish to have help, but it is being under-used. Ron Mendel (PPG Chair: Westbury-on-Trym), has raised the issue with his local MP. It is hoped that alternative funding will be found. Ron will report back to the Forum. Talking Therapies Right to Mind Campaign, funded by the Integrated Care Board. There is concern as this service is not getting the average national outcomes.

Healthwatch study on dental services uptake. The recent public survey found that only 42% of the sample had seen a dentist in the last 4 years. The report will be published. The recommendation is for better pathways for emergency dental services, plus improvements to the general service.

#### **7. AOB**

JP asked whether there could be railings along the path in front of the Practice.

**ACTION KT will check what might be needed and would be possible within the constraints of TPF being a listed building (Grade 2\*).**

JP also raised the issue of cryotherapy services on the NHS – or signposting to private services. NM explained that the NHS is unable to advertise private services, even signposting. **AGREED JW will liaise with JP on this matter.**

#### **Proposed dates of next meetings:**

**8/9/2025**

**8/12/2025**

**PD 11/ 06/2025**