

# The Family Practice Western College Patient Participation Group

Minutes of the meeting held on Zoom: 12/2/2024

**Present:**

Jill White ( JW) (Chair)	
Nick Benson ( NB)	
Ann Nichols ( AN)	
Sarah Udo-Affia ( SO)	
Penny Dobson ( PD) ( Minutes)	
Ian Goodenough (IG)	
John Plumb (JP)	
Dr Ach Sachdeva ( GP) ( AS)	
Kathy Turner ( KT) (Business Manager)	

**1. Apologies:**

None	

**2. Minutes of last Meeting ( 18/9/2023) and Matters Arising**

**Matters Arising. Re: Item 6**

KT reported that there is unfortunately no possibility of treatment at the Exercise Clinic on Blackboy Hill being added to the Social Prescribing scheme.

**3. Operation Manager’s Report ( KT)**

DNAs over the period Sept 2023 – Jan 2024. There were 220 GP appointment DNA’s and 284 nurse appointment DNAs. This is proportionally an increase of an average 15 DNAs a month for GPs compared to the previous period (June – Aug 2023), but a similar rate of nurse DNAs over this period. The highest rate of DNAs was the 19-39 age group.

**Staffing: GPs**

Dr Ayo Olomolaiye has joined the Family Practice on 4 permanent sessions + an extra two until the end of December to cover maternity leave gaps. Dr Margaret Warlow has also

joined on four sessions until mid- April to cover maternity leave. The Family Practice has also recruited a further GP on three sessions a week to cover maternity leave until the end of October.

The GP who was on long term sick leave is now back with us, so the GP service is fully staffed.

#### **Nurses:**

Jenna Hancock who currently works in our Primary Care Network ( PCN) as a nursing associate, will be starting with us in March as a nursing assistant. This is until her final nursing registration comes through in April, when we will welcome her as a practice nurse.

The Family Practice is trying to recruit a lead nurse, which is proving more challenging.

The reception team is fully staffed and is operating well.

#### **4. GP Report**

This has been covered by the above.

#### **5. Report on Bristol PPG Forum ( JP)**

The last meeting of the Forum was January 2024, which JP attended to represent the Family Practice PPG. It was chaired by John Mendel, chair of the Westbury-on-Trym PPG. There was a discussion about the role and value of physician associates, who could be drafted in to assist GPs. Physician associates are not fully trained medically. The Westbury-on-Trym practice felt that this role would be better suited as part of a supportive team in secondary rather than in primary care. In primary care the individual is likely to be more “exposed” and their decision-making might result in loss of public confidence. This view was shared by our own Family Practice/PCN.

The meeting also discussed the role of the company Vitamins which provides mental health support to the NHS. Concern was expressed as it is reported that only 30% of their clients complete their programmes. It was also reported that the Integrated Care Board had held a dental strategy workshop, the outcome being a paper giving priorities for dental care and oral health services. JP commented that there were no patients at this meeting, only a variety of dental practitioners. Dentists remain poorly remunerated for their NHS work. JP noted that there was no mention of prevention of dental poor health.

We had a discussion about the role and value of the Bristol PPG Forum. There was concern that, while it brought PPGs together, its conclusions are not being translated into actions.

However, JW thanked JP for his time and commitment to representing the PPG in this way. He is happy to continue for the time being. The next Bristol PPG Forum meeting is in April.

## 6. Website

JW asked whether the name of the reception manager could be added to the Practice website, making this important role more “visible”. **ACTION KT will ask the reception manager about this.**

PD noted that p1 of the website (Online Services), introduces the NHS App, but does not easily signpost patients on how to upload this (the links are at the bottom of the page). AS noted that the mechanism for doing this varies according to the individual’s server. **ACTION AS/KT will see if there is a way of signposting more clearly higher up on this page.**

## 7. Continuity of Care ( JW)

JW has been approached by a few patients (within the older age group), who say that there is poor continuity of care at the Practice. On further investigation, JW discovered that they think that they will always have to wait weeks to see their registered GP; there is a reluctance to use the duty doctor system. JW took the time to explain to them how the duty doctor system works and that it is well “joined-up”. Once these patients realise this they are satisfied with the system – and happier. IG confirmed that he has seen duty doctors over the past few months, has been able to explain his problem and the patient notes have resulted in an efficient service, in which he has been well satisfied. JW also reported that she had received excellent outcomes by using the duty doctor system. AS added that the Family Practice operates as a GP “collective”; patients join the Practice, rather than with individual GPs.

## 8. AOB

JP raised again the role of our PCN pharmacist. JW will speak to JP about this and will consider whether appropriate to ask the lead pharmacist to again attend a PPG meeting. JP raised whether it might be helpful to have a joint meeting with the PPGs from the Bristol PPG Forum. **ACTION JW will investigate further.**

IG said that he will contact Toby Lumbar, Chair of Whiteladies Practice PPG, to offer his services to aid the uptake of the NHS App. Most PPG members were now registered with the App.

## 9. Proposed dates of next meetings: 2024

June 10<sup>th</sup>  
September 9<sup>th</sup>  
December 9<sup>th</sup>

