

PPG Meeting Minutes

13th March 2025



Attendees: JW, SH, AP, JH, KS, PS, MB, AS, AB, SN

Apologies: WL, MH, GB

1. Previous meeting's minutes/matters arising (all)

Introductions/new members

- Update on new member & resignation

Matters arising from previous minutes

- Liver screening appointments – 1 clinic left on 17th April then we will review
- Flu & Covid vaccination uptake – will have figures at the end of the financial year as vaccination season not yet finished. Cannot easily quantify DNAs as appointments were not booked into our normal clinical system (EMIS). Next covid clinic on 5th April.

2. Appointment System/Clinical Service (AB)

- No change since last meeting
- Currently running a 'Heidi' pilot with 3 GPs until the end of April – this is an AI-powered system that assists clinicians by transcribing and documenting patient interactions during consultations. Patients are notified at the start of the appointment that Heidi is being used and can opt out if requested.

3. Practice items (AB)

Governance Bulletin (Oct-Dec 2024 & Jan-Mar 2025)

- Lateness protocol – Nurses will still see patients up to 10 minutes late & GPs will still see up to 15 minutes late. If the patient is particularly frail or vulnerable we will ask the clinician if they can be accommodated.
- Reception to communicate to patients in the waiting room when clinicians are running late
- Dementia friends training? **SN to look into**
- AB to pass on congratulations to KU & NW re Gold Carers Award. A suggestion from the group that we should text new carers once registered.

Staffing Update

- 1 new administrator & 2 new receptionists started
- MB mentioned the lack of confidentiality at front desk especially at Lodgeside – to consider for a future newsletter item
- Why don't we have a mental health nurse as most other practices seem to have one? SH

4. PPG items (JW/SH)

PPG Plan

- Confirmation of sub-groups
- Healthwatch representative to attend the next meeting

JW's hub visit report

JW visited the phone answering hub in November with the following observations:

- A GP sits in the hub every morning to deal with queries
- Patient navigators have a navigation tool for signposting. This is updated regularly by the reception manager to ensure appointments are booked and patients signposted appropriately.
- Home visits still exist! Most GPs, Physician Associates and some Nurses have allocated time for a home visit most days.
- There is a lot of complexity for some patients and the team try and consolidate as much as possible into as few appointments as possible to avoid duplication.
- The team aim to clear all Patchs requests on the day
- The reception manager sends a weekly bulletin to the team with any updates
- The team are told that speed is not the most important factor when dealing with patients and that quality is more important than quantity (to a certain degree!)

Healthwatch Meeting

- The last meeting was in January
- The Chair made contact with Darren Jones MP who has been working on a dental survey in Bristol

NAPP Membership

- We are currently paying £80 per year to be a member
- The general feedback from the group is that the website and support is 'underwhelming'
- The group recommended not to subscribe again next year (renewal next February)

Podiatry Services (SH)

SH kindly put together some information regarding local Podiatry services:

- Podiatry Services are run by Sirona
- They are for patients presenting with acute medical problems e.g. Type 1 Diabetes, ulcers
- There is a lack of Podiatry staff – they used to get a bursary to help with training fees but this stopped in 2016. Additionally, a lot of podiatrists are retiring.
- Clinics are run at Cossham
- Private providers - Age UK for nail cutting
- Personal health budgets? Now more narrow definition for these so probably not eligible for Podiatry any longer

5. AOB

- Change start time to 2.30pm for our next meeting
- Volunteers for car park – covid clinic Saturday 5th April. Let AB know.
- Social Prescribers Day Weds 19th March – meet and greet Nat at Lodgeside 12.30-2.30pm

6. Next meeting date

Thursday 12th June 2.30-4.00pm – AP apologies