

## **Bedminster Family Practice**

### **Patient Participation Group Meeting**

**4.40pm 13<sup>th</sup> March 2025**

#### **Attendees**

Pauline Glynn (PG)

Lorna Allsop (LA)

Denise Draper (DD)

#### **Apologies**

Sue Marshall (SM)

#### **1 Approval of Minutes of the meeting of 26th September 2024**

These were approved

#### **2 Report from PPG member attending PPG Forum**

Unfortunately PC had been unable to attend the meeting & PG & DD had not been able to do so either.

#### **3 Practice Update**

##### **Staff Update**

Dr Nick Wilson had retired from the Partnership on 31<sup>st</sup> March 2025. He will stay on at the Practice as a salaried GP from 1<sup>st</sup> April 2025. In June this year he celebrates 20 years working at BFP.

##### **Staff news**

Chloe (PA) and Dr May on Maternity leave

Kyra has been recruited as a GP Assistant (not patient facing)

Megan has been recruited as Chronic Disease Nurse Lead/ANP – commencing 1<sup>st</sup> May 2025

Tess (currently a Nurse Associate) is training to be a nurse

Karen (Social Prescriber) is retiring. Currently recruiting to replace her

Katie has left the Practice and her role has been filled by Tia (Mental Health Worker)

Rosa has been recruited as Patient Services Manager and starts June 2025

#### **Attendance Numbers (including DNAs 1<sup>st</sup> January – 13<sup>th</sup> March**

- 11252 face to face appointments

- 4930 telephone consultations
- 565 home visits
- 914 patients did not attend (DNA) booked appointments

**Other relevant statistics:**

Phone Calls – January

- 5041 incoming
- 3801 attempted outgoing
- speaking time on incoming calls per call – 3 minutes 12 seconds
- Calls abandoned after 1 minute 3 seconds – 1777
- Average time spent per call 7 minutes 45 seconds
- Callbacks requested – 415 of which 384 were successful

**Practice Quality Improvement Projects**

**DNA Rates:**

- Texts sent by Accurx
- Check and cancel using the phone system
- Online Access now 7.30 am – 13.00 pm

**Pharmacy Referrals**

- Via KLINIK (self referral& GP) available since 4/3/2025- online consultations. 29 patients used the system within one week of its launch resulting in:
  - 5 patients added contact details but didn't complete the request
  - 2 patients have been booked appointments – 1 for a UTI the following day and 11 for contraception within the week.
  - 3 patients were cancelled either by the pharmacist or the patient
  - 9 patients failed the criteria and needed to be referred to another service, eg, GP
  - 1 patient was advice only
  - 9 patients completed

**Pharmacy First Referrals – local Pharmacies- by GP staff**

- September 2024 – 81 referrals
- October 2024 – 183 referrals

- November 2024 - 150 referrals
- December 2024 – 149 referrals
- January 2025 – 178 referrals
- February 2025 – 212 referrals

### **Continuity of Care**

Currently in its very early stages. The plan is to take a more holistic approach and for patients to see 1 GP for ongoing symptoms, but patients had to accept this might mean waiting several weeks to see their GP. However if the patient was particularly unwell with symptoms unrelated to their ongoing condition they could be seen the same day. More information will be available in due course.

### **Government Initiatives;**

- There is a new GP contract effective April 2025
- Covid – Spring booster – Appointments for those eligible are available from now until April 2025. This is a service newly provided by the Practice. There is no Spring booster available for Flu
- There is an increase in the uptake for breast cancer screening
- There has been an increase in the uptake of bowel cancer screening. The test is sent by post but can't be handed out by the Practice although the Practice can give a phone number to contact or send a request on the patient's behalf.

### **4 AOB**

- Interpreting Service – DD is talking to 3 organisations to try and ensure a pool of interpreters is available
- The recent message to all patients about how the Practice will deal with patients who turn up late for appointments caused some upset and a further message clarifying the position has been circulated.

### **Zero Tolerance Policy**

#### **Attendance at future PPG meetings**

Attendance has been very thin on the ground. It was agreed that the time of the next meeting would be moved to 5.30 in the hopes that more members might be able to attend.

### **5 Date and time of next Meeting**

5.30 pm 10<sup>th</sup> July 2025