

Bedminster Family Practice

Minutes of the PPG Meeting of 10th July 2025

Attendees:

- Cheryl Bishop-Wells (C B-W)
- Sue Marshall (SM)
- Rosa Bernal-Morris (RB-M)
- Denise Draper (DD)
- Pauline Glynn (PG)

1 Minutes from 13th April 2025:

- All agreed.

2 Matters arising not appearing in the agenda:

- Current funding for security guard due to incident.
- Risk assessment in place to consider ongoing funding.

3 Minutes of meeting on 16th April 2025:

- All agreed.

4 Practice update:

- 13900 patients registered – practice is growing.
- Some students but not significant.
- Swift PCN – consists of 7 practices – patients tend to reregister/move around the PCN.
- We're the 3rd largest in the PCN.
- PCN has recently run menopause event, dermatology referral management, paediatric hub.
- Staff are shared/bought throughout the PCN.
- See practices here: <https://practice365.co.uk/u86579/our-practices/>
- Shared care is not available as it is an enhanced service – our PCN is not offering this for consistency.

- Increase is in Did Not Attend (DNA) rate.
- These are published on website.
- Possible new lateness policy has affected DNAs.
- Mistaken text message – going forwards messages will say ‘for information only’.
- Registration trial which uses AI used for 6 month.
- 609 registrations completed.
- 95.4% registrations were automated – the rest needed further information.
- This frees up time in navigation to team to take calls etc.
- New registrations are informed of the named GP.
- We are encouraging continuity of care – seeing the same doctor outside of emergencies.
- Research shows that this manages conditions better and appointments can be more infrequent.
- Contraception now done through pharmacies – they can take BP, height and weight. Some limitations but on the whole, this is freeing up practice time.
- 4944 calls in June.
- 2849 were answered.
- 1633 were abandoned.
- Queues are down significantly – 8 min average.
- Callback is now on.
- If there are 8 people in queue, everyone needs to take a call – can be affected by staff shortages.
- In June, 2935 Klinik forms were submitted.
- Top requests were for stress, depression and anxiety.
- 282 were suitable for self care.
- 675 were non urgent.
- Klinik form is currently open until 14:00 – on occasion this earlier due to GP holiday etc. meaning routine apt are filled earlier.
- Urgent forms can be submitted via telephone.
- Cancellations can be done via message (accurx), cancellation line.
- Ramifications of Covid19.
- People with additional needs are not successfully referred elsewhere due to long waitlists – result is regular GP appointments – takes slots.
- 50 contraception requests via pharmacy in May – frees up nurse appointments.
- Were looking to improve communication and processes.
- 10 year plan has been met with optimism but need to find out what this means practically.
- Recognises central role of primary care.
- Focus on outpatient care in community.
- More collaboration and research sharing in PCN.
- Prevention over treatment.

- Proactive vision of patient centred care – 4 pronged approach.
- Address underfunding & solving systemic issues.
- Push on technology and access – we are doing this with some success.
- Ai automated registrations.
- Klinik uses smart data collecting technology.
- Heidi health trial – transcription service.
- Summarises apt, writes draft letters – should save admin time.
- Big push on patients using the NHS app.

4 Any other business:

- AI virtual event to attend.
- Upstairs waiting area can be worrying when GP running late as you cannot check with reception.
- Medical exemption form – you need to collect a physical form from GP – not ideal with certain conditions – annual renewal is frustrating.
- PPG think medications are arriving at pharmacy much more quickly. However, our policy is up to 5 days.
- Prescription issues usually come from people not ordering in time and requesting as urgent.
- Urgent meds list not publicised – patients disagree.
- ‘Day in the life of a GP’ – potential to show patients all of the tasks which are carried out/why appointments can run over etc.
- Klinik page for when you are not available needs rewording – open to suggestions.
- Fran De’Ath had asked whether there had been a sudden influx of new patients which had resulted in difficulty in all online appointments being booked by 11.00am. The time of closing Klinik varies depending on the number of routine requests and capacity. Typically Klinik will close at 2.00pm unless the number of available appointments is exhausted before then.
-

5 Date and time of next meeting:

Thursday 2nd October 2025 17.30pm