

PPG Meeting Minutes 19th September 2024



Attendees: JW, SH, AP, JH, GB, KS, WL, PS, AB, MH
Apologies: LJ

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

Introductions/new members

- New members AP & JH were welcomed to the group

Previous minutes

- The minutes from June were ratified by the group by email after the last meeting and uploaded to the website

Matters arising

- Noticeboards have been updated with patient information and will be checked regularly by Operations Manager to ensure up to date
- Patches for admin are open in the afternoon from 4-5pm

2. Appointment System/Clinical Service

- The same day appointments system over the summer (due to staffing levels) worked well but the normal system is now back in place
- Patients can be referred to the Social Prescribing service for advice and help regarding anything non-clinical. The Social Prescriber used to work for a third party organisation but will now be working for the PCN in house. This will give us more flexibility in how this service works. The service is closed to new referrals so the backlog can be cleared and then will open up to new referrals.
- Fibroscan liver scans to run a clinic at Fireclay

3. Practice items (AB/MH)

Governance Bulletin

- The recent patient survey showed Fireclay to be the 5th best practice in Bristol. The PPG wished to record their thanks for the hard work of the staff to achieve this result. All categories scored above local and national average apart from continuity of care (CofC) which scored only 23%. This may reflect how some patients still believe they need to see a GP for their condition when this could be dealt with by a Physician Associate, minor illness nurse, pharmacist or physiotherapist. Guidance has been given to the patient navigation team re CofC. Any ongoing, complex problems should be booked with the same GP. If a patient presents with a new problem an appointment can be booked with a new GP. For patients who are vulnerable, have mental health issues, elderly patients with frailty, then they should be offered the same GP for all appointments if possible.
- Some GPs have specialties, e.g. Dermatology – 2 dermatoscopes at each site and 6 GPs trained, so CofC may not be appropriate
- Give the patient the choice between continuity and speed if appropriate
- CofC slots available for each GP so booking link can be sent
- CofC admin slots for results follow-up

Staffing Update

- 1 GP on MAT leave so locum GP covering

Fireclay Business Plan Overview

- How do all staff feed into the business plan? Feedback from all meetings, suggestion boxes, open door culture.
- GP appointments currently at 94 per week
- Can preferences be updated for contact methods and how do we do this? Yes and we do this when patients register and opportunistically. **MH/AB to look into proactive ways of doing this**

4. PPG items (JW/SH)

PPG Plan review

Put together by JW/SH for 2022/23 and have achieved the following:

- Gained 3 new PPG members
- DNAs investigated at Fireclay and found to be very low (for GPs especially)
- St George Pharmacy project – SH investigated how improvements could be made and put article in the patient newsletter
- Relationship with ICB developed by JW/SH
- Accessible Newsletter

Healthwatch Update

- Last meeting was in July which JW/SH attended.
- It is in the GP contract that all practices are supposed to have a PPG. In a recent survey, out of 41 practices, only 14 responded to say they had an active PPG
- All PPGs are run differently.
- Physician Associates ongoing discussion – JW very positive about ours
- Dental system reform group – until government reviews contract things will not change
- Dr Geeta Iyer attending next meeting to update earwax

New PPG Plan Ideas

- Consider an article in the newsletter re screening/vaccinations programme
- Stacey (Social Prescriber) to attend a future meeting if appropriate
- Group members to have a think about what could be in the new plan before the next meeting

ICB Joint Forward Plan

- AB to send link to the group with minutes
<https://bnssghealthiertogether.org.uk/library/joint-forward-plan/>

Election of Chair/Vice Chair

- Members to email AB with feedback and suggestions for Chair & Vice Chair

5. AOB

- WL – what do we think the ideal number of members is? Currently we have 9 members and this seems like a good number.
- WL – flu invites were confusing and she ended up booking with pharmacy and GP practice.
- PS – link expired for flu jab when tried to book **MH to look into**.
- JW – no RSV invite received **MH to look into**
- There is a balance between offering flu/covid/RSV appointments and taking staff off other appointments to do these
- Flu & covid can be given together. Cannot give RSV on the same day. Can have RSV with shingles & pneumo.
- How many Chinese patients do we have? **AB found 135 patients recorded with Chinese ethnicity**

6. Next meeting date

Thursday 12th December 3pm