

PPG Meeting Minutes

13th June 2025



Attendees: JW, SH, GB, KS, PS, MB, AS, AB, LJ, WL

Apologies: JH, AP, MB

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

Introductions

GB - could we send a list of PPG members initials and names as can be confusing in the minutes? **AB to email group**

Matters arising from previous minutes

- Dementia Friends Training has been arranged for 11th September. KS, JW, GB would like to attend. **AB to add to list of attendees**
- Texting new carers – we have a text message that is sent to new carers when they register as a carer with us.

2. Guest Speaker – Anna King, Engagement Officer, Healthwatch (BNSSG)

Healthwatch is an independent organisation funded by Local Authorities. They encourage and record patient feedback about the NHS and Social Care and ensures the patient voice is heard by the relevant service providers.

Healthwatch consists of 4 full time staff and up to 20 volunteers. They attend around 3 engagement events per week at various locations and can offer review visits where there has been negative feedback. Healthwatch can also help signpost patients to appropriate services and undertake projects to improve health provisions.

Current/Future Healthwatch Projects:

BNSSG – barriers to access to health services for asylum seekers

Bristol – Primary Care communication, Hospital Care Management, Mental Health

North Somerset – Minor Injuries Units, GP changes to supplementary service provision

South Glos – Primary Care satisfaction, Support needs for Children & Young People with neurodivergent needs, Economic deprivation and health outcomes.

Quarterly patient feedback reports are shared to NHS & Social Care organisations.

Questions from the group

- Who does Healthwatch report to? **Healthwatch are part of The Care Forum and are accountable to the ICB.**
- Can you tell us about a big success story? **South Glos project developing Adult LD checklist which led to a higher uptake of patients attending their annual health check.**
- Does the neurodivergent project include young people with LD? **The project is still being scoped out, but this will be added to the list of considerations.**
- Can you spread good project outcomes to other Healthwatch organisations? **Healthwatch use their website & social media to spread positive outcomes and news. They are however very aware of digital exclusion.**

Useful links:

<https://www.healthwatchbristol.co.uk/>

<https://www.healthwatchsouthglos.co.uk/report/2025-05-19/report-conversations-about-end-life-care-south-gloucestershire>

<https://www.healthwatchnorthsomerset.co.uk/report/2025-06-06/enter-and-view-jhoots-pharmacy-portishead>

3. Appointment System/Clinical Service (AB/MH)

Heidi

The use of Heidi to support transcribing consultations has been rolled out and is being evaluated during an extended trial period in BNSSG. There is currently mixed feedback from clinicians. Some members attending the meeting felt Heidi consultations were very thorough in their experience, which was positive for them.

NI increase

MH was asked how the recent NI threshold changes have affected the practice. She provided an overview and confirmed no patient-facing service would be impacted by the resulting cost increase to the practice.

AccuRx & online consultations (new GP Contract)

The annual GP Contract outlines mandatory requirements for GP Practices. Under the 2025/26 Contract, from October 2025, online consultations must be open during core hours. This will impact the way we operate, in response, we are working towards a total triage model.

What is total triage? Patients provide information about their health concern and this is triaged, by a clinician, before an appointment is offered. This approach aims to improve equitable access. However, we are proud of our open access for patients and wish to maintain phone and face to face for those who prefer or need it.

A meeting was held last week with staff representation from all areas, and we are planning several pilots and evaluations before a final decision is taken on how the system will operate.

Considerations from the group:

- Communication to patients will need to be planned carefully.
- How will we contact patients with outcome of online consultation? We can send a booking link which stays valid for 7 days, call back from reception? We will need to note best method of communication.
- Ensure staff have support.
- Consider privacy at the front desk.
- Training on technology, access for patients?

Governance Bulletin

Following a project to maximise the uptake of childhood immunisations, JW asked whether we had identified any cohort of parents who were not attending for immunisations:

We have excellent uptake for the initial baby immunisations, but this drops slightly for the 1 year and pre-school immunisations which includes MMR. We believe we have maximised the attendance for these by proactively contacting and booking the more disorganised patients and by chasing up immunisation records for patients who have been vaccinated in another country. The only cohort of patients not attending are those who have made a specific decision not to have the vaccination.

4. Practice items (MH)

We are currently focussing on the following clinical projects:

- Lung cancer screening
- Improving smear uptake
- Teledermatology
- Safeguarding assessment – how are we doing and what can we do better?

5. AOB

- Thanks to KS & JW for garden project and thanks to KS for another covid clinic
- Due to the meeting over running the following items will be discussed at the next meeting:
 - Terms of reference
 - Healthwatch meeting feedback
 - Vitamins update
 - Fishponds Practice visit
 - Groups feedback

6. Next meeting date

Thursday 11th September 2.30-4.00pm