

Bishopston Medical Practice			
Patient Group meeting			Date: 1 st October 2014
Attendees:			Apologies:
BMP Partners		Logan Road patients	
BMP Nursing team		Nevil Road patients	
BMP salaried GP's			
#	Discussion Points		Actions
1	Opening and Introductions	<p>LB opened the meeting and thanked everyone for attending. Apologies were made that the original meeting date of 10th Sept 2014 had to be changed as Dr Spence had other arrangements.</p> <p>Staff and patients introduced themselves</p>	
2	2014-15 BMP patient survey	<p>LB explained the format and objectives of the annual patient survey. LB outlined the draft questions for this year's survey, covering:</p> <ul style="list-style-type: none"> Practice opening hours Appointment availability Feedback on the practice website Comments on the practice merger <p>Patients agreed to this content and following discussion the practice priorities were agreed as:</p> <ul style="list-style-type: none"> Practice merger Premises and move to Bristol North Baths Alignment across sites 	<p>BMP:</p> <ul style="list-style-type: none"> finalise survey content conduct survey (paper/ email and letter) gather patient email addresses
3	Friends & Family Test	<p>LB explained that this NHS initiative was already happening in secondary care and is to be launched across primary care from 1st Dec 2014. Information will be held in the waiting rooms and on the website.</p>	<p>BMP:</p> <ul style="list-style-type: none"> launch F&FT 01/12/14
4	Pressure on GP Practice	<p>LB referenced the BMA leaflet and also the National Association of Patient Participation (NAPP) who outline the pressures facing GP practices across the UK at present:</p> <ul style="list-style-type: none"> waiting times to see a GP or a practice nurse are soaring funding for general practice is plummeting general practice conducts 90% of patient contacts in the NHS for just 8.39% of the UK NHS budget According to Deloitte, if current trends continue, general practice will only receive 7.29% of the budget by 2017/18 	

		<ul style="list-style-type: none"> • The number of patient consultations in the UK is estimated to rise to an historic high of at least 441m by 2017/18 – up from at least 388m in 2013/14 and 327m in 2008/09 • A recent RCGP opinion poll found that 80% of UK GP's say they now have insufficient resources to provide high-quality patient care. In the same poll, 47% of GP's said that they had had to cut back on the range of services they provide for their patients in the last two years 	
5	Practice merger	<p>LB explained that Bishopston Medical Practice has to cope with this reduction in funding coupled with increased demand, and that Dr Archer (Nevil Road Surgery) and Dr Spence (Spence Group Practice) saw this as the primary reason to merge. Smaller practices are feeling the pressure of the increased workload much more keenly and as such a merger was felt essential to ensure the longevity of general practice provision to our patients. We still believe this to be the case.</p> <p>The overall strategy for the combined practice is to:</p> <ul style="list-style-type: none"> • Align our processes and staffing models • Closely manage and monitor our finances • Move the practice to the Bristol North Baths • Develop our nursing team provision such that they can help see more patients with less complex needs <p>Clearly this creates necessary change and this has been uncomfortable for some staff, who have made a personal choice to leave the practice. We are very sad that this is the case and wish them every success for their future.</p> <p>The patients and staff discussed the 'bumpy journey' that the practice is on, recognising that different people cope with change in different ways.</p>	
6	The future	<p>LB explained that the key focus continues to be building the new practice, whilst supporting our staff and sustaining a friendly, family practice.</p> <p>We have recently recruited 4 salaried GP's and are actively recruiting treatment room nurses, long-term condition nurses, HCA's and reception staff.</p>	

		We continue to work with Bristol City Council and the developer, to move to Bristol North Baths. There have been significant issues with the speed and quality of the work being done which the council are trying to manage (as they have the contract with the developer, not ourselves).	
7	Q&A session	Patients and staff talked about these issues and the associated responses are contained within the content above.	
8	Next steps	Patient Survey to be finalised and distributed Progress work to move to Bristol North Baths	
Date of Next Meeting		after the Patient Survey - early 2015	
Minutes Taken by		Linda Buczek	