

Bishopston Medical Practice							
Enter Meeting Type Here					Patient Participation	Date:	Monday 24 <sup>th</sup> March 2014
Attendees:						Apologies:	
Mark Allen	Linda Buczek	Dagma Friis	Ellie Townsend-Jones	Sam Downie	Ninette Bateman	Celia Frank, Diana Wilcox, Ailsa Cameron, Jeff Plumb, Andrew Smith, Brian Robinson	
	Peter Scholey	Carmen Arnaiz	Frankie Sahni	Margaret Smith	Robert Muston		
	John Grieco	Anna Fry	Phil Addison	Arthur Mass			
#	Agenda					Actions	
1	MA	Welcome and apologies					
2	MA	Brief update on Staff Changes					
3	LB	Relocation to BNB a) update on progress b) Feedback from transport Sub-group					
4		Patient Survey a) Review of results b) Agreement of action plan					
5		AOB					
Minutes							
1.		MA Apologised that we have not had a sooner meeting, we have been waiting for firm news from BNB which provide elusive.					
2		<b>Brief update on staff changes.</b> <ul style="list-style-type: none"> <li>• Dr Archer left at the end 2013 and is missed. He wrote a supportive resignation letter and is strongly in favour of the merge.</li> <li>• Dr Grant finishes at the end of this month. He has only been with us for two years, but contributed a great deal to the project to relocate the practice. He has nonetheless decided to explore other avenues of work.</li> <li>• The practice has been strengthened by new partners joining; Dr G Gibbon, Dr D Addleson, Dr K Janssen as well as Linda Buczek as business partner. The partners are the owners of the business and it</li> </ul>					

	<p>is good to have this strengthened team in place. Dr Archer is pleased that he is leaving behind his legacy in good hands. This sounds like a new team of doctors but most have worked in the practices for many years.</p> <ul style="list-style-type: none"> <li>• At Nevil Road Elizabeth Taylor has retired as receptionist, something that she has wanted to do for a long time. She requested that it not be announced until after she had left.</li> <li>• Sam Hacker is our new Operations Manager. She is responsible for day to day supervision of non clinical staff. She used to work for Avon Primary Care Support Agency, so we have had dealings with her over the years.</li> <li>• Mark Allen is moving away from Bristol so will be leaving the practice in the middle of May.</li> </ul>	
3a	<p><b>Relocation to Bristol North Baths</b>  Bristol City Council, who own the site and hold the contract with the developer, have been concerned about the quality of the work to date and lack of speed. BCC and their surveyors are undertaking a formal investigation and are looking at all aspects of the project. They have identified some quality issues and will be considering how to respond to the developer. The part of the building to be occupied by the practice is generally in better condition than elsewhere as we have been meeting regularly with our surveyor and the developer to monitor progress. A recent article in both the Bristol Evening Post and Bishopston Matters gave a good account of the review.</p> <p>This has resulted in delays to the redevelopment as some work will have to be re-done. LB is meeting with BCC on Thursday 25<sup>th</sup> March along with all the prospective tenants to agree their response to the review.</p>	
3b	<p><b>Feedback from transport subgroup:</b>  Peter Scholey and the sub-group have had several meetings discussing the issues that have been raised regarding travel arrangements to the</p>	

	<p>new site. The group have come up with recommendations in the form of an information leaflet for patients. Please see attachment. The recommendations have been accepted by the practice and Peter and his team asked to complete the leaflet which will be made available to patients closer to the time of relocation and published on the practice website.</p> <p>In discussion it was noted that the age profile of our patients is relatively young and asked whether there will be adequate parking for bikes. LB confirmed that good provision already in the plans.</p>	
4a	<p><b>Patient Survey</b> The survey used software available as part of the package supplied with the Nevil Road Surgery.</p> <p>Review of results. Please see report attached. The draft report was reviewed and agreed.</p> <p>With regard to GP appointments, the appointment pattern was changed considerably from 1<sup>st</sup> January and the practice acknowledges that delays for non-urgent appointments have become unacceptable. The doctors have now extended their surgeries and further changes to the appointment book will be introduced towards the end of April. Demand for GP appointments is growing, for example statistics show that GPs see 40 million more patients annually than they saw 5 years ago. General practices will see 340 million patients per year. Suggestions as to how practices can respond would be welcome!</p> <p>Patients requesting same day or urgent appointments are given a call back by the GP to assess their need; often issues can be resolved over the phone or an appointment to be seen is arranged if required. The survey demonstrated that the majority of patients who had experienced this system, new at Nevil Road Surgery this year, were satisfied with the</p>	

		<p>outcome, and this was bone out by comments from the group present. An Action Plan arising from the survey report was agreed with additions s suggested by email from Andrew Smith.</p> <p>When the survey is out on line it will be possible to see all the comments under various headings as used on the survey itself ( Only if accessed on the Nevil Road surgery website)</p>	
5	AOB	<ul style="list-style-type: none"> <li>• Structure of the Group – suggested by email from AS, the group should review its size and demographic make up and seek to become more representative. It should also review its performance and achievements each year.</li> <li>• CQC At the Nevil Road site – this took place on 7<sup>th</sup> March after only 36 hours notice. Two inspectors checked as to how we operate and what we need to improve on. They reviewed policies and other documents, spoke to staff and patients and inspected the premises. We will get a final report but at the debrief we were told we were compliant in all areas. They also commented on what a calm friendly traditional practice we are. The CQC have a two year cycle before they return again but this may be changed to five years for complaint practices. We should expect them to visit BNB following our relocation.</li> <li>• Ellie Townsend Jones requested that there be a larger space for a note to leave a comment when ordering prescriptions. EMIS web are responsible for the size of the template comments box (There was a problem when ordering a no longer available item from her prescription; it nullified all of the items on the prescription. Therefore it had to be chased)This could have been rectified if there was a larger comments box</li> </ul>	

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