

Bedminster Family Practice
Patient Participation Group Meeting
5.30pm 2nd October 2025

Minutes:

1. Welcome and Apologies

- Apologies from Cheryl & Lorna.

2. Agree Minutes of Meeting of 10th July 2025

- Agreed, no comments.

3. Matters Arising not appearing later in the Agenda

- There were none.

4. Report from PPG Member attending PPG Forum Meetings

- No members attended the forum meeting.
- Ron who chairs forum has volunteered to contact everyone.
- Minutes from upcoming meeting will be circulated with the next agenda.

5. Practice Update

- There was surprise at the number of DNAs. The number may possibly be due to the stopping of last-minute cancellations. Patients can no longer cancel online within 24 hours – they need to phone to cancel.
- No letters sent yet – still at first stage texting.
- DNA Policy to go out on website following comment.
- Zero tolerance policy – 3 patients removed recently.
- Still have security on site – ICB is ending contract mid November.
- Staff absence high in front facing roles at the moment – patient presentation is very different comparing Navigation Team and GPs.
- Our phonelines will be open from 8:00 AM soon but we are very short staffed at the moment.
- Positive feedback on prescription process – very quick when ordered via email.

6. DNA Policy

- Succinctly written, not offensive..
- Good tone of messages – implies we are concerned for health as opposed to telling off.
- Helps us to clarify routines e.g. 2 appointments were made for a patient.
- Lateness is not now being accommodated and patients not being seen.
- There are fewer simple cases getting through to GP as these are going to a pharmacy. Complex cases cannot be squeezed in.

7. Feedback on New Klinik Procedure

- Contract variation notice – we cannot disagree whether we sign or not.

- We are responsible for all forms even when completed erroneously.
- 'Discuss test results with a GP' to be moved further up the box.
- At the moment, feeling very difficult to check all forms submitted.
- BMA saying it is dangerous to be keeping it open.
- Managing patient and staff expectations – demand cannot always be met – routine may be 6/8 weeks.
- Appointment book is monitored by ICB.

8. Any Other Business

- CQC inspection is overdue.
- Liveable Neighbourhood proposals:
If effected, the Zoning proposals preventing direct access throughout the area may affect home visits made by car eg by District Nurses. This could result in them seeing fewer patients due to additional time being spent driving. Our doctors tend to cycle to visits.
- We will be administering house bound flu but are not able to do housebound COVID as they have to be nurse or above – this is due to geographics.
- Perspex screen on Reception
Some patients have requested that this be removed entirely. Others would prefer it to remain. A compromise might be to cut the screen vertically so that those manning Reception are still protected.
- Use for the old pharmacy space – clinical rooms will be developed for use throughout the PCN. This is through a grant and we are through to 2nd stage – would be 5 clinical rooms – hopefully to be agreed soon.

9. Date and time of next Meeting

- Thursday 22nd January at 17:30.