



Mendip Vale Medical Group  
Your Health, Your Care, Your Medical Group

**MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING**  
Friday 8<sup>th</sup> March 2024, 12pm

<b>PPG Attendees</b>	Chris Pullin Carol Pullin Beckie Sims Ingrid Bridgman	PPG Member Monks Park Surgery PPG Member Monks Park Surgery PPG Member Sea Mills Surgery PPG Member Sea Mills Surgery
<b>MVMG Attendees</b>	Joanne (Jo) Clayson Lois Reed Anna King	Bristol and South Glos Divisional Director Comms and Engagement Manager Projects and Engagement Officer, Healthwatch South Gloucestershire
<b>Apologies</b>	Sheba Varghese Mary Macleavy Jose Tarnowski Lorraine Woulfe Tanya Reddick Therese Miller	PPG Member Southmead Health Centre PPG Member Southmead Health Centre PPG Member Sea Mills Surgery PPG Member Coniston Surgery PPG Member Coniston Surgery PPG Member Sea Mills Surgery

**Minutes:**

Item	Description	Action
1	<p><b>Introductions</b></p> <p>With new Sea Mills members joining the PPG, Jo Clayson commenced the meeting with an introduction of those in attendance to the roles and responsibilities of Lois Reed, Communications and Engagement Manager for Mendip Vale, and Anna King, Projects, and Engagement for Healthwatch South Gloucestershire.</p> <p>Jo Clayson explained that as Divisional Director for Mendip Vale South Gloucestershire and Bristol, her responsibility is to oversee the overall surgery management and operations for Monks Park Surgery, Sea Mills Surgery, Southmead and Henbury Family Practice, and Coniston Medical Practice. Working very closely with the Surgery teams, GP Partners, and Senior Management to ensure the highest standards of care and service are delivered. As such, one of her responsibilities is providing a Patient Participation Group (PPG). The representation for Bristol and South Glos PPG has been small, however noted that it is encouraging to welcome more members and anyone wishing to join to please get in touch.</p> <p>Lois Reed explained that as the Communications and Engagement Manager, her responsibility is to support the planning and delivery of</p>	

---

communications and engagement initiatives to patients, including the management of the patient newsletter, websites, and social media. In addition, to supporting the communications internally for staff.

---

1a. **Healthwatch**

Jo Clayson welcomed Anna King, Projects and Engagement Officer for Healthwatch South Gloucestershire. Anna explained that Healthwatch is a health and social care champion who reaches out to local communities to encourage people to share their views and experiences on health and care services in the local area, such as GPs, Hospitals, dentists, pharmacies, care homes, and other support services. Healthwatch has the power to make NHS leaders and other decision-makers listen to patient feedback and improve standards and the design of care. As for projects and engagement, Anna explained that her role involves conducting research projects on different health care services and patient groups, working with patients to provide recommendations to local services on areas of improvement.

Anna advised that most recently, Healthwatch Bristol, North Somerset, and South Gloucestershire (BNSSG) have distributed a booklet on the GP Access Recovery Plan as stated by the NHS. Please read and download the full patient booklet on the Healthwatch website: <https://www.healthwatchbristol.co.uk/advice-and-information/2023-12-29/changes-your-gp-surgery>

If patients have feedback or would like to participate in a project, please contact Healthwatch to the appropriate representatives below:

Anna King, Projects and Engagement Officer for Healthwatch South Gloucestershire: [anna@healthwatchesouthglos.co.uk](mailto:anna@healthwatchesouthglos.co.uk)

Bella Brenton Projects and Engagement Officer for Bristol: [bella@healthwatchbristol.co.uk](mailto:bella@healthwatchbristol.co.uk)

Lois Reed confirmed that Mendip Vale will be creating Healthwatch pages on the Mendip Vale website on projects you can get involved with and a way to provide feedback.

---

2. **Clinical System Merge**

Jo Clayson provided an update on the recent clinical administration system merge with Coniston Medical Practice and Monks Park Surgery. This means that patient records are now accessible across both surgeries, to increase access to appointments. So, if the timing of appointments at the patient's regular surgery doesn't fit their schedule, patients now have the option to access appointments at either Monks Park Surgery or Coniston Medical Practice instead. Jo confirmed that patients can inform the Surgery of their preferred surgery for appointments upon contacting them.

Jo Clayson confirmed that after April 2024, the Practice will be looking to merge the clinical systems for all 4 surgeries, Patients should notice a difference in the service unless offered appointments at another

---

---

surgery or there is a need to see a specialist clinician at another site. More information will be provided when possible.

---

3 **eConsult**

Jo Clayson explained that in September 2023 the online system, eConsult, was introduced to Monks Park Surgery as the new way to book a routine appointment. With evidence of the system working well at Monks Park Surgery, eConsult was then launched for the remaining practices in January 2024.

Unfortunately, the introduction to the new system at Sea Mills Surgery didn't land so well and as such, a meeting was held at Sea Mills Library, organised by Lisa Dicker of Bristol Dementia Action Alliance (BDAA) as an opportunity for patients to provide their feedback and Mendip Vale to explain the system. Jo explained that following from the meeting she and her North Somerset counterpart, Legh Vowles, met with Lisa Dicker to release a statement answering patient concerns. This has been distributed on the Sea Mills and Coombs Dingle Together Facebook page.

Beckie Sims advised that the minutes of the meeting were positive. With many concerns raised including that patients felt they could no longer ring the surgery, she felt reassured to read in the minutes that this is not the case and after using eConsult herself, stated that the system worked well for her.

Jo Clayson clarified that if a patient needs an urgent appointment, they can call from 8 am to be put on the Duty Doctor list to be seen the same day. Routine appointments are for problems that are ongoing. After the introduction of eConsult, Sea Mills Surgery can offer patients appointments within 24 hours instead of 3 days, it is reducing the number of calls at 8 am and increasing the access to the number of appointments available, ensuring the first contact the patient makes to the GP is the correct contact. If patients are unable to make an eConsult online because they do not have access to the internet are able to phone the surgery or complete a paper form at reception. All eConsults, whether they are online, by telephone, or paper land in the same system for a doctor to review.

If patients have any personal complaints that they wish to raise, please contact the surgeon directly.

Chris Pullin's feedback is that the number of dropdowns for conditions is limited but the open text box to add more information saves time. Additionally, asking patients if they are physically able to attend the surgery and if they need assistance should be standard.

Jo explained that Mendip Vale does not own eConsult, it is a national provider as such, we are unable to make direct and unique changes to the form. However, Mendip Vale can feedback to eConsult.

Beckie Sims asked if a patient has an ongoing condition that is not urgent how do they book an appointment in advance?

---

---

Jo Clayson confirmed that the patient can currently book an appointment 4-6 weeks in advance. If a patient is seeing the same doctor for an ongoing condition, the Doctor will follow up with the patient to book a regular appointment. Patients are also able to request a specific clinician in the eConsult form if required to complete. Additionally, if the patient's normal doctor is away, the surgeon will call the patient and give them the option to book with the next available clinician or to wait until their regular clinician returns.

Ingrid Bridgman suggested that it would be useful if the Medication Review form had a drop-down box that enabled the patient to select a follow-up appointment.

---

4 **Any other Business**

**a) Clinicians picture on the website**

It was asked if clinicians' photos could be put on the website. Lois Reed confirmed that this is a request that has been raised by patients and North Somerset PPG. Despite the benefits of allowing patients to see which clinicians work at each surgery, there is the matter of maintaining these displays online (and within the surgery) and whether staff feel comfortable having their image on the website. GP Partners and Surgery Managers all have their pictures on the website. We will look to continuously review this.

Chris Pullin suggested whether the photos could be displayed on the TV Screens instead which could be easily maintained.

**a) Does Mendip Vale have any Physician Associates?**

Jo Clayson confirmed that Mendip Vale does not have any Physician Associates, instead, the Practice has employed Advanced Practitioners (AP). These are very similar to GPs and can help those with any minor medical problems. This gives GPs the opportunity to handle more complex cases. Other specialised staff Mendip Vale have included Mental Health Nurses and Physiotherapists.

Beckie Sims asked whether Physios could request X-rays. Jo Clayson confirmed that they can, and some can even prescribe medication.

**b) Disabled toilet at Monks Park Surgery**

Carol Pullin asked for an update on the disabled toilet which is out of order at Monks Park Surgery. Jo Clayson confirmed that the toilet is still out of order due to a roof problem but will chase the progress of the repair. Carol Pullin has requested that a rail be installed in the other toilet in the meantime.