



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

MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING
Friday 14th June 2024, 12pm

PPG Attendees	Chris Pullin Carol Pullin Beckie Sims	PPG Member Monks Park Surgery PPG Member Monks Park Surgery PPG Member Sea Mills Surgery
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MVMG Attendees	Joanne (Jo) Clayson Lois Reed David Clark	Bristol and South Glos Divisional Director Comms and Engagement Manager Managing Partner
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Apologies	Sheba Varghese Mary Macleavy Jose Tarnowski Lorraine Woulfe Tanya Reddick Therese Miller Ingrid Bridgman	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 PPG Member Sea Mills Surgery
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Minutes:

Item	Description	Action
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1 Introduction

Jo Clayson started the meeting by welcoming everyone and outlining the discussion topics that Mendip Vale wanted to address, including rebranding and patient Survey. Before moving forward, Jo invited attendees to voice any initial concerns. Several queries were raised, notably about advertisements and communications from Accure Health and Bell Barn Dental Practice, appointment waiting time, and the opportunity of having face-to-face PPG meetings.

1a. Advertisements and communications from Accure Health and Bell Barn Dental Practice

Beckie Sims enquired about the purpose of Accure Health after seeing their advertisements and independently researching the service's trustworthiness. Lois clarified that Accure Healthcare Consultancy Limited is a private business funded by the Bristol, North Somerset, and South Gloucestershire ICB (Integrated Care Board) to provide Cardiovascular Disease Prevention Clinics. These free community health events offer mini health checks and healthy lifestyle advice. The clinics aim to empower the community to take charge of their health by understanding their disease risk, particularly for those hesitant to visit

their GP. If any significant issues are identified during the clinics, the information is forwarded to the surgery for follow-up.

Additionally, Chris brought up a recent email from Bell Barn Dental Practice requesting feedback on a new initiative aimed at improving access to healthcare within the practice. This private dental service offers an on-site GP, annual health checks, and access to a podiatrist and physiotherapist for a monthly fee. This sparked a discussion among the group about private healthcare and the increasing popularity of such initiatives.

1b. Appointment waiting time.

Beckie Simms asked whether appointments are scheduled within two weeks. David Clark confirmed that the maximum wait time for an appointment is two weeks. Routine appointments are being scheduled within five days. Any longer waits are due to patients requesting specific clinicians who are currently on annual leave. Mendip Vale has improved its daily prioritization process to ensure patients are contacted within three working days.

1c. Face to face PPG Meetings

The group discussed whether introducing face-to-face meetings could encourage more members by increasing accessibility. David Clark explained that the North Somerset PPG, which usually holds face-to-face meetings at Langford Surgery, has now introduced digital evening meetings to accommodate young families and full-time workers. At Mendip Vale's Bristol surgeries, space is limited, making it difficult to find a venue that can accommodate a substantial number of people. Additionally, by hosting meetings online, we reduce our environmental footprint as patients can participate from the comfort of their own homes.

The group raised concerns that people might be hesitant to participate in meetings or join the PPG due to apprehension or fear of using digital platforms or devices to join the Teams call. Lois Reed mentioned that they have previously conducted "Tea and Tech" sessions to help patients with eConsult and the NHS App. Beckie Simms suggested that a similar initiative would be beneficial at Sea Mills, and both agreed to discuss options for implementing such sessions there.

The group commented that the PPG meetings are not only an opportunity to raise concerns and get involved with the surgery to make improvements but also a valuable learning experience about how the NHS and Mendip Vale operate. They believe that these meetings have helped them become better-informed patients.

2 Mendip Vale Rebrand

Lois Reed explained that with Mendip Vale's expansion into the Bristol and South Gloucestershire areas, feedback from Bristol patients has highlighted the need for a more inclusive brand identity. Since Bristol is

not in the Mendips, patients often do not feel a connection with the Mendip Vale Medical Group and have misconceptions about who they are. There are no preconceived ideas about what the new brand will look like, but this presents a good opportunity for the surgeries to feel like individual community practices. The cost of the rebrand will be minimal, with changes implemented gradually.

It is crucial that the new branding reflects and resonates with all the patients we serve, across Bristol, North Somerset, and South Gloucestershire. Therefore, we will be seeking feedback on ideas and concepts from the PPG. If any members wish to work closely on this project, please inform Lois.

3 **Mendip Vale Patient Satisfaction Survey: Tell Us What You Think 2024**

Lois Reed explained that in July of last year, the North Somerset patient group and Mendip Vale conducted a survey to gather patient feedback and identify areas for improvement. Over 1,000 anonymous responses were received, resulting in discussions and the development of 15 actions, including a new telephone system, website, appointment booking methods, and administrative improvements.

To evaluate the impact of these changes, we are repeating the survey this July. Patients will be able to complete the form online or via paper surveys, which can be collected and submitted at the surgery. Each response is confidential and will help us assess progress and plan further improvements.

Last year, many PPG members distributed surveys to patients in their respective surgeries, a strategy that proved particularly successful. If Bristol representatives wish to do the same this year, please inform Lois. Additionally, Lois will include all Bristol PPG members in the communications for this project to keep them updated on its progress.

5 **Date of next meeting:** Friday 13th September, 2024, 12pm, Virtual (Microsoft Teams)
