



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

**MENDIP VALE MEDICAL GROUP BRISTOL AND SOUTH GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP MEETING**  
Friday 6<sup>th</sup> December 2024, 12pm (Virtual: Teams)

<b>PPG Attendees</b>	Beckie Sims Jose Tarnowski John Woolnough Shelia Preece Stephen Williams Susan Williams	PPG Member Sea Mills Surgery PPG Member Sea Mills Surgery PPG Member Sea Mills Surgery PPG Member Sea Mills Surgery Southmead and Henbury Family Practice Southmead and Henbury Family Practice
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<b>MVMG Attendees</b>	Joanne (Jo) Clayson Lois Reed	Bristol and South Glos Divisional Director Comms and Engagement Manager
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<b>Apologies</b>	Chris Pullin Carol Pullin Sheba Varghese Mary Macleavy Lorraine Woulfe Tanya Reddick Ingrid Bridgman Tony Copping Therese Miller Mike Lowe David Clark	PPG Member Monks Park Surgery PPG Member Monks Park Surgery PPG Member Southmead Health Centre PPG Member Southmead Health Centre PPG Member Coniston Surgery PPG Member Coniston Surgery PPG Member Sea Mills Surgery PPG Member Sea Mills Surgery PPG Member Sea Mills Surgery PPG Member Sea Mills Surgery Managing Partner
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**Minutes:**

Item	Description	Action
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**1 Introductions**

Jo Clayson welcomed Shelia Preece, Susan William and Stephen Williams to their first meeting.

**1a. Confidentiality Agreement**

Lois Reed explained that the group should have already received an email from her outlining the importance of signing the Mendip Vale confidentiality agreement. She explained that the agreement serves to protect sensitive information shared during discussions, ensuring confidentiality is maintained at all times. This commitment is critical to fostering a secure environment for open and honest communication, safeguarding both the individuals involved and the organisation. Lois urged all group members to review the agreement and to please sign the agreement to demonstrate their shared responsibility in upholding these standards.

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Lois has received signed forms from Beckie, Carol, Chris, John, Mike, Shelia, Steve and Susan. Members can return their signed forms to their surgery or send a digital copy by email.

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## **2. Update on Willow Tree Surgery**

Jo Clayson provided an update on the status of Willow Tree Surgery, explaining that Mendip Vale is currently reviewing estate planning and evaluating the management of our smaller sites. Among the options under consideration is the potential closure of the site, as well as exploring alternative uses for the facility. The pharmacy associated with the surgery is also examining alternative locations as part of this review. Jo highlighted the challenges posed by the building, noting that it is not well-suited for accommodating a doctor's surgery or handling large numbers of people, making its future use a complex decision.

Stephen Williams highlighted that parking at Willow Tree Surgery is particularly challenging, especially during the morning and afternoon hours coinciding with school drop-off and pick-up times.

Beckie Sims enquired whether Willow Tree patients, if unable to access their surgery, could attend other practices within the Mendip Vale group. In response, Jo Clayson confirmed that with the recent merger of medical systems, patients can now visit any Mendip Vale practice in Bristol or South Gloucestershire that is convenient for them.

### ***Questions for David Clark:***

A question was raised regarding the NHS consultation process for the closure or repurposing of a surgery. Will there be a consultation with patients to discuss the plans for Willow Tree and gather their feedback?

We are keen to understand from the patients who use this branch surgery how they will continue to access services. We have found limited options to extend on such a small site at Willow Tree (159m<sup>2</sup>) with restricted parking. Whilst closure of this branch surgery would impact on the patients living nearby, the current offering of services is limited as clinician recruitment to work in isolation is difficult so staffing a small branch surgery is a challenge

How will patients of Willow Tree Surgery manage if their surgery is potentially closed?

Patients will have continued to have access to the 'main' site at Southmead, there is also 0.4 miles away Pioneer. For acute urgent services we continue to offer home visits or where needed access to the practice vehicles for transport. As a merged group our neighbouring practices of Coniston, Monks Park and Sea Mills are all geographically close by. We share our resources for many roles, so for example our First Contact Physiotherapists offering is at Monks Park, our Mental Health Practitioners at Southmead and Clinical Pharmacists at Sea Mills. Meaning patients, should they choose, can be seen at any of these locations.

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## **3 Tea and Tech Update**

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Lois Reed shared that the Tea and Tech sessions at Sea Mills have been a great success, with nearly all groups fully booked. It has been wonderful to see patients gaining confidence and learning new skills with their devices, including navigating the NHS App and eConsult, thanks to the support of the North Bristol Advice Centre and St Monica's Trust. A special thanks was extended to the PPG members who participated in one or more sessions to assist patients. Looking ahead, we plan to run the sessions again in the new year and will share the new dates in January. If any members are interested in participating and offering their support once more next year, please let Lois know.

Beckie Sims shared her feedback, expressing how rewarding it was to see patients who were initially apprehensive about using the app overcome their fears. Guiding them through the process and showing them how to access features like test results and other tools gave them a real sense of accomplishment. Beckie added that the experience was so fulfilling that she is eager to volunteer again in the future.

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#### **Any other Business**

- a. One member observed that during their last visit to the surgery, there was a noticeable lack of information or posters about HIV awareness or signposting to Brigstowe.

There are many different services we can signpost to; each are vitally important to patients and the families – Please provide details to the Comms Team and they can add to the website and updates in our newsletter and TV screens.

- b. Regarding mental health education, has Mendip Vale considered promoting the Bristol and South Gloucestershire Wellbeing Colleges run by Second Step through posters or other forms of advertisement, as well as referring patients to their services?

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- c. Has MV created a partnership with a Mental Health Peer Mentoring service provider, I think it would be good to be able to direct refer for Peer Mentoring.

No this isn't currently something we have reviewed but can look into the possibility of starting a Peer Mentoring initiative.

- d. If a patient has been consulting their GP and mental health professional about their mental health but then stops engaging with the surgery, what responsibility does the surgery have to follow up with them? If no follow-up occurs, how does Mendip Vale ensure that the individual is not in crisis? It seems reasonable to expect that the practice would have a duty of care to reach out to patients with mental health concerns.
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For all patients the team take the necessary steps to provide safe and effective care, clinicians would review and link with other providers as required.

- e. Has MV thought about having a big flat screen tv in the surgery waiting areas playing Health & Wellbeing programs to aid in education while people are waiting?

Lois Reed shared that the surgery is currently reviewing the functionality of its screens and working on enhancements. The plan includes introducing new software that will display real-time updates on local bus services, notify patients if doctors are running behind schedule, and feature educational videos. The goal is to implement these improvements across all sites by early January.

- f. A question was raised about whether there are any Physician Associates working at Southmead and Henbury Family Practice.

No, we do not have any Physician Assoc working at Southmead Henbury Family Practice

- g. If you have been triaged to see an ANP (Advanced Nurse Practitioner) are you able to quest to see a GP?

Jo Clayson explained that Advanced Nurse Practitioners (ANPs) at Mendip Vale Medical Practice have a scope of practice similar to that of GPs, handling a wide range of patient needs, though they typically refer more complex cases to a GP. Requests submitted through the eConsult system, whether initiated by the patient or on their behalf, are reviewed by a GP partner. The partner determines the most appropriate team member to address the request, which could be a GP, ANP, physiotherapist, or another specialist within the multidisciplinary team, ensuring patients are seen by the best-placed professional for their specific needs.

However, as Lois Reed explained, if a patient is initially triaged to see an ANP but prefers to see a GP, their eConsult will be re-triaged, which may result in a longer wait time to see a doctor and is something to keep in mind when submitting requests.