



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

**MENDIP VALE MEDICAL GROUP BRISTOL AND SOUTH GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP MEETING**  
Friday 13<sup>th</sup> September 2024, 12pm (Virtual: Teams)

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

**Minutes:**

Item	Description	Action
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**1 Introductions**

After welcoming new members, Toni and John from Sea Mills, Jo Clayson opened the meeting by introducing those present. She provided an overview of her role and that of David Clark, both representatives from Mendip Vale. Jo then introduced all PPG members in attendance and conveyed apologies from Lois Reed who was unable to attend.

**1a. PPG Chair**

Jo Clayson highlighted that the PPG has historically been a much smaller group than it is today. In the past, the role of chair rotated among members throughout the year. However, with the group's growth, there is now a need for a dedicated, permanent chair.

Since no one volunteered, Chris Pullin was appointed as temporary chair until the next meeting, based on his experience as the longest-serving member and his prepared agenda for discussion.

All PPG members are encouraged to consider taking on the role of permanent chair. This will be addressed at the next meeting. Of you are interested in the position please contact Lois Reed [lois.reed2@nhs.net](mailto:lois.reed2@nhs.net) for more information on the roles and responsibilities.

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## 2. eConsult Feedback

Jo Clayson opened the floor for feedback on the eConsult system, which patients use to request routine appointments.

Chris Pullin shared that, in his experience, the system occasionally asks irrelevant questions based on the issue at hand and sometimes directs him to the wrong service.

In response, Jo explained that eConsult is an intuitive system that adapts based on the patient's responses. In some cases, it may recommend urgent actions, such as visiting A&E or calling 999, to ensure patient safety. While this can be frustrating, the system is designed to help us triage patient needs effectively on the first point of contact, helping ensure that they are directed to the appropriate clinician or service from the outset. Jo added that the team is open to collaborating with NHS Digital to explore better alternatives.

Tony Copping asked how eConsults are triaged. David Clark explained that each eConsult is initially reviewed and triaged by a GP. Following the GP's assessment, Patient Coordinators act on their requests for the patients next steps, whether to book an appointment, go to a pharmacy or other. He added that GPs are scheduled to triage eConsult's as part of their clinical sessions. Currently 99.7% of patients are contacted within 3 working days.

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## 3 NHS App

Beckie Sims shared her experience with the recent requirement for patients to re-register on the NHS App following the clinical system merge. She praised the practice team for their support in helping those who struggled with the re-registration process. However, she noted that her regular medication no longer appears on the app, an issue affecting several others as well.

Ingrid Bridgman echoed these concerns, mentioning her own difficulties with re-registering on the app. She added that some patients have expressed frustration, with a few saying they "can't be bothered" to re-register due to the numerous changes that have already taken place this year.

In response, Jo Clayson acknowledged that many patients, particularly those from Sea Mills, have expressed frustration and difficulty in using online systems such as the NHS App and eConsult. To address this, the practice, in partnership with North Bristol Advice Centre and St Monica's Trust, is offering free, in-person digital support at St Edyth's Church Hall, Sea Mills. Patients can book a slot by calling the surgery. Information and dates for the sessions can be found here: [Tea and Tech Workshops \(mendipvale.nhs.uk\)](https://mendipvale.nhs.uk)

Jo added that anyone wishing to attend the session to learn or to volunteer their help to please contact Lois Reed [lois.reed2@nhs.net](mailto:lois.reed2@nhs.net)

Tony Copping asked whether the required codes to re-register could be promoted within the surgery and if patients need an NHS login to use eConsult.

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Jo Clayson confirmed that she would look into the possibility of promoting the codes. David Clark clarified that patients do not need an NHS login to use eConsult, as the system matches their details to the patient database. JC

Jose Tarnowski shared her experience in the surgery for help regarding the re-registering if the NHS App and was grateful for the teams help.

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4 **Any other Business**

**a) Confidential Waiting room**

Ingrid Bridgman raised a concern about the lack of privacy at the reception area, noting that patients can overhear others' personal details since there is no longer any background music or radio playing. David Clark acknowledged the issue and confirmed that music should be playing. He assured her that this would be checked and reinstated if it is not currently in place.

**b) Photos of staff on the website**

Tony Copping mentioned that before Sea Mills merged with Mendip Vale, their website included a page listing clinicians' names, photos, specialisations, and qualifications. He expressed a desire to see something similar on the Mendip Vale website.

David Clark explained that, due to the rise in violence toward clinicians in recent years, many staff members are hesitant to have their details publicly available on the website. However, he acknowledged how valuable this information can be for patients. He assured Tony that they would explore ways to add more clinician profiles to the website while ensuring staff feel comfortable with the level of information shared.

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5 **Date of next meeting:** 6<sup>th</sup> December 2024, 12pm, Virtual (Microsoft Teams)

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