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| | <p style="text-align: center;">PATIENT PARTICIPATION GROUP MEETING Held on Tuesday 9^h September 2025</p> |
| 1 | <p>Introductions</p> <p>All were The members were welcome with special welcome to a practice partner and a spokesperson from the Bristol, North Somerset, South Gloucester ICB.</p> |
| 2 | <p>Apologies and Acceptance of Minutes</p> <ul style="list-style-type: none"> • Apologies received and minutes accepted. <p>Matters Arising</p> <ol style="list-style-type: none"> 1. Confirmation that the group is happy to proceed with AI generated minutes. 7. Focus Groups – It was noted that information sought is already covered in existing surveys. Focus groups could provide qualitative data, and it's for the GP practice to decide if needed. The group constrained by resources as such the PPG will not proceed with further investigation into Focus Groups. |
| 3 | <p>Community Pharmacy Pathfinder project</p> <p>Our guest speaker is seeking patient feedback on the Pharmacy First strategy.</p> <ul style="list-style-type: none"> • Pharmacy First is a range of free services available at your local pharmacy, walk-in, self referral, or GP referral. • Pharmacy First is healthcare assessment and treatment for several conditions (sinusitis, sore throat, earache, infected insect bite, impetigo, shingles and UTI). • Launched 31/01/2024 it can be accessed via self-referral or GP referral. • Pharmacists follow stringent PGDs to prescribe, e.g., antibiotics. UTIs are treatable only in women under 65 meeting strict criteria. • Oral Contraception: A recent service • NHS New Medicine Service: For patients with new long-term condition diagnoses (e.g., asthma, HTN) to support medicine adherence. • Smoking Cessation Service (NHS). • Community Pharmacy Blood Pressure Check Service: For patients >40 to detect high BP and prevent strokes/heart attacks. May lead to referral for ABPM. 'Know Your Numbers' week is currently being promoted. • Advice and treatment for minor illnesses outside of Pharmacy First. • Most pharmacies now have private consultation rooms. • Payment structure for pharmacies: Pharmacists are not paid for walk-in consultations on minor illnesses outside of the seven Pharmacy First conditions unless referred by a GP. • Practices are encouraged to refer patients to support community pharmacies financially. • Patient awareness of pharmacy services is low. Many see pharmacies only for prescriptions or OTC medication. • The practice's automated telephone message directs patients with specific conditions to their local pharmacist. • BNSG is a top-performing area for Pharmacy First, partly due to pre-existing PGDs for sore throat and UTIs since February 2020. • A local pilot for independent prescribing started in April this year and runs until March next year. |

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| | <ul style="list-style-type: none"> • This is part of a national pilot involving 200 sites. Local sites include Cosham, Bedminster Pharmacy, and Tesco Pharmacy. This allows pharmacists to prescribe for conditions outside the PGD criteria, e.g., a UTI in a woman >65. • Pharmacists graduating from September 2026 will be qualified prescribers. • The PPG has offered to promote Pharmacy First on the PPG notice board. • Concerns were raised over the further distancing of patients from GPs and the potential impact on continuity of care. There were also concerns raised over the capacity for some pharmacies to accommodate the new paradigm especially small independents. |
| 4 | <p>Digital Services Support Update</p> <ul style="list-style-type: none"> • Both July & August session were cancelled due to lack of registered patients. • Investigation into the attendance fall off is underway with specific focus of the current process and in the initial technical setup stage. • One Care have produced a Toolkit designed to help Practices set up similar DSS sessions. |

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| 5 | <p>Practice Report.</p> <ul style="list-style-type: none"> • Summer period was challenging; a mid-August ramp-up in demand meant it was not as calm as anticipated. • September has seen a return to normal service levels. • Staffing: Sickness has affected other practices, but this practice is currently managing. • Two reception vacancies are being filled, putting temporary pressure on the team. • GP and treatment room staffing is stable. • Appointment demand remains the biggest challenge. • A gradual reduction in pharmacy referrals has been observed since Jan/Feb. The reception team will be asked to re-emphasise promotion of the service. • Flu and COVID clinics will run from the start of October as part of the PCN. Eligible patients are being contacted. The cohort for COVID vaccination has changed from last year, which may require explanation to patients. Vaccines were delivered on 01/09/2025 but cannot be administered before October. • Facilities: New boilers were installed over the summer. All windows will be replaced with double-glazed units from the week of the 22nd, this will not affect services. This is being funded by the partners and not the NHS. • PPG Promotion. Attendance is not strong. • An intensive marketing campaign is planned to promote the PPG. This will involve plastering notices everywhere in the waiting room for a two-week period, using flip charts, a mobile notice board, and dedicating the TV screen to PPG information. • The aim is to increase membership and share the workload. • The timing of meetings was discussed, with a suggestion to hold them later in the evening to attract younger members. Flexibility is needed. • The idea of a drop-in Zoom meeting was also suggested to provide information to potential members. |
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| | <p>Action Items:</p> <ul style="list-style-type: none"> • Information/leaflets on pharmacy services to be provided for distribution and inclusion in the meeting minutes. • A QR code for feedback on pharmacy services will be considered. • The practice manager will investigate if the national configuration of e-consults can be modified to better direct patients. • The practice manager will investigate whether pharmacists can provide wound dressing services for minor injuries. • An intensive two-week marketing campaign to promote the PPG will be planned and implemented in the waiting room. • A discussion via email will be initiated to develop ideas for the PPG promotion. |
| 6 | <p>Any Other Business?</p> <p>Annual Elections:</p> <ul style="list-style-type: none"> • The December meeting will include the annual election for role of Chair and Secretary. All are intitled to apply forwarding their name to the secretary. |
| 7 | <p>Next Meeting.</p> <ul style="list-style-type: none"> • The next meeting will be held on 9th December 2025 at 5.30 p.m. on Zoom. |
| 8. | <p>Close</p> <ul style="list-style-type: none"> • Thanks to everyone for their attendance and closes the meeting. |