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| **Attendees:**  Tom Clarke; Patrick Durant; Jean Denham; Alice Pearce; Kate Hale; Liz Dale; Patricia Brodie; Fiona Brady | **Apologies:**  Helen West; Jes Ford; Marta Yazbek; Heather Greville; Kath Ford; Nick Grimmer; Barbara Gallati; Janet Mills; Sylvie Serpell; Claire Valsler; Chloe Gilbert; Caroline Round; Cedric Ashley; Nick Grimmer | |
| **Date:** 11/3/2025 |  | |
| **ITEM**  **Previous Minutes**  December's minutes have been circulated to all PPG members. No-one has raised an issue with the minutes circulated. FB accepted the minutes as a true reflection of the meeting and AP seconded.  **Apologies given on behalf of absent members.**  **Presentation – QOF Overview and End of Year Achievement Predictions** **by Patrick Durant (Executive Partner and QOF Lead for BVM)**  Patrick provided the PPG with an overview of QOF (Quality and Outcomes Framework) by explaining the reason for its implementation into primary care. It is a points-based system that generates income for practices. Practices are awarded points for providing good clinical care. There are 561 points available to practices and BVM are awarded almost £900 per point. Mostly, QOF points are awarded for reviewing and managing long term conditions. QOF is a really important part of BVMs funding as it pays for clinical staff to provide the work that generates the QOF points. QOF runs every financial year, starting in April. Each year there are changes to QOF and the most recent change was to income protect certain indicators that award points. There are now half a dozen income protecting indicators which means practices are awarded maximum points available for those indicators regardless of achievement.  Patrick gave an overview of BVM’s QOF achievement year to date. BVM have currently achieved 529 out of 561 points and will by the end of the financial year have achieved maximum points available.  Next year, the number of QOF points available is reducing to roughly 300 points and the money associated with the points that have been removed is being redistributed into the GP contract.  PB asked Patrick if continuity of care is likely to be an indicator in the future. Patrick explained that this has been incorporated into the new GP contract but not in QOF.  **Election of Officers**  JD reminded that she is stepping down from Chair of the BVM PPG and also stated that she intends to leave the PPG group entirely.  No member has registered an interest in standing in as new Chair of the PPG group however, Sylvie Serpell has agreed to stand as a second Vice Chair, supporting Alice Pearce, the current PPG Vice Chair. It was asked if there are any objections to Sylvie and Alice operating as co-Vice Chairs until a candidate is found for the Chair role. No objections were raised.  **Terms of Reference**  Terms of reference were circulated to all members prior to the meeting. The terms of reference included minor alterations including confirmation that all members must have signed a confidentiality agreement. It was asked if there were any points to raise regarding the terms of reference.  All present members were happy to accept the terms of reference.  **PPG Action Topics for 2025**  Continuity of care was suggested as an action topic for the PPG as was widening the PPG membership.  The patient newsletter is being discussed between Viv Munday (BVM PCN Manager), BS3 community group and Sirona as it is believed that there is an opportunity to create a community-based patient newsletter.  It was suggested that there is an opportunity to support patients whose first language is not English by providing supportive materials for patients to navigate their way around the surgeries.  No other items were raised. The co-Vice Chairs will put further thought into action topics and bring for a further discussion at a future meeting when more members are present.  **Briefing by Tom Clarke, Practice Manager**  **Quarterly Overview of Data**  *Appointment Data*  Average appointments over the last 3 months were 14,000 with a booked appointment average of 13,500  Average appointments per day were 650  Average number of DNAs (Did not attend) is 5.5% since April 2024 which is equivalent to 7000 appointments  *Contact Data*  Average number of phone calls received over the last 3 months was 14,000  Average number of calls answered were 8,500  Average number of abandoned calls were 4,500  Average wait time for calls to be answered is below 5 minutes.  85% of our appointments are booked via Klinik and 155 are booked over the phone or at the reception desk.  Our average patient Klinik satisfaction score is 84% with high response rates.  *Family and Friends Survey*  Very consistent scores with an average score of 93% of patients giving BVM a very good or good rating.  *Complaints*  There has been a consistent reduction in complaints year-on-year. Last year we had received 178 complaints year to date and have received 121 this year.  JD asked if any complaints have been escalated to the health ombudsman. TC stated that there have been 2 complaints escalated to the ombudsman both have which have not been taken further after being investigated by the health ombudsman.  TC also stated that he receives approximately 10 complaints per year directly from NHSE as patients are able to complain directly to NHSE. When this happens, NHSE use their clinical reviewer to review the complaint alongside the BVM response.  PB asked if BVM receives any compliments. TC stated that BVM receives few compliments which is why My Thank You was implemented. BVM receives an email weekly with the feedback given by patients via Mt Thank You. The response levels vary each week and can be very high. BVM receives feedback about both clinical and non-clinical staff.  **Vaccinations**  BVM has been vaccinating patients for RSV and pneumococcal vaccinations successfully since finishing the autumn flu and covid campaign.  BVM will offer covid spring boosters for eligible patients from the 1st of April until the 17th of June. BVM has 3000 eligible patients, and all patients will be invited for a vaccination at Marksbury road. BVM would like to offer vaccinations from other sites but is unable due to restrictions outside of their control. Eligibility criteria is patients aged 75 and over or patients who are immunosuppressed.  **Premises Improvement**  Gaywood House surgery has received some internal improvements that staff will be able to benefit from. The admin areas have been redesigned and painted. A staff room has also been created.  Southville Surgery has had its small treatment room extended enabling BVM to use it as a consulting room. An admin room is being converted as a small treatment room.  JD raised 2 compliments that were shared by members – One member raised that they were impressed by the waiting room TV screen and found the information very helpful. Another member raised that they were very impressed with the speed of which she was seen and referred.  KH asked if test results are supposed to be available on the NHS app. TC advised that they should be available to view however if patients are finding difficulty with the NHS app, patients can email in and ask for support.  JD stated that BVM has partnered with parkrun to encourage adults and children to take part in regular exercise.  JD also stated that previously discussed pain clinics are now running as a BVM service and going well.  FB asked how collective action is progressing. TC stated that since the new of the GP contract no further plans are being made to progress collective action however already adopted actions will remain.  **Discussion About Structure and Timing of Future Meetings**  Alice and Sylvie will take forward discussions of future topics and the timings of future meetings.  **AOB**  JD expressed how she feels it has been a joy to work with BVM throughout her time as Chair of the PPG. JD feels that BVM have embraced the idea of having a PPG and do various things that may not be known. BVM is a complex environment. JD thanked everyone for their support.  Members expressed that they were saddened that JD was leaving but all members expressed that gratitude to JD who has been a pleasure to work with and was described as key to the PPG being successful.  **Date of next meeting**  Tuesday 10th June 2025  **Other forward meetings**  Tuesday 09th September 2025  Tuesday 09th December 2025 | | **ACTION**  **AP/SS**  **AP/SS** |