

Charlotte Keel Medical Practice
Patient participation group

Minutes

14th Dec 2022 16:30 – 17.30

Attendees: Link workers. JI, JC,, MZ, BK
Appoliges: RS

Continuity of Care Project

Confirmed that CKMP have started a new continuity of care project where 150 so far have been advised who the team is they need to see clinically when they ring CKMP. This should ensure continuity of care with better outcomes as the patient doesn't need to discuss their medical history constantly.

Charlotte Keel Medical Centre Bid

Attendees were advised that the CKMP contract is out to tender as BrisDoc who run the contract were only give it in 2018 on a temporary basis. All staff are keen that BrisDoc win the bid as they have worked under the BrisDoc umbrella for many years. Patients were assured that CKMP will continue to run in the best interests of the patients. There was a little concern around losing part of the leadership team should another organisation win the bid.

Health Watch meeting feedback

Jo Curtis and Rachel have been attending these meetings on behalf of our PPG. Most PPG's across Bristol North Somerset, South Glos were concerned about patient access. Jo confirmed she had stated that CKMP access remained open all the way through the Pandemic and this could be why we had a increase in patient population that had gone up over 1000 in a year.

National Patient Survey results

Really please with the results of the survey against the other surgeons close to CKMP who had similar surgeries such as Laurence Hill and Montpelier. BrisDoc have helped with the leadership encouraging the practice manager to attend the Global Leadership meeting annual.

Access – capacity v demand

CKMP are aware that due to the increase in patient list size we are struggling with capacity. There are two adverts out for new Doctors and our lead nurse is reviewing her team against demand. We also have a request for more bank staff to work for us under our lead health navigator to increase capacity as the phone lines are really busy.

Any other business

Next meeting 10th March 2023 at 17.30 – need to ensure more patients are invited. If you wish to attend and ask for any agenda items please email charlottekeelmedicalpractice@nhs.net

Food and drink will be provided so please confirm attendance to the Reception Team (our Health Navigators) or via email : charlottekeelmedicalpractice@nhs.net