**Beechwood Medical Practice Patient Group Meeting Minutes**

**Tuesday 20th May 2025 at 3pm**

**Attendees:- Pat Foster, Monica Grizzle; David Row; Cheryl Benson; Trisha Jackson; Sue Thomas, Sarah Monteith; Maddy Brickley & Sarah McKay**

**Apologies : John Lawrence**

1. **Welcome to the meeting, introductions and apologies**

Everyone present at the start of the meeting consented to using Heidi

1. **Minutes and matters arising from the last meeting**

LA

New receptionist RP

Grace chui back from mat leave

Update on Covid spring boosters given

DR asked about AI – more on this later on – good example using Heidi today

All happy with last meetings minutes

1. **Update from Healthwatch/ One Care PPG representative**

Remove One Care PPG representative now as no longer have one – will be Bristol PPG only going forward

**Healthwatch**

* New end of life care report – on South Glos website – interesting report about end of life care – main thing highlighted was lack of communication and people not knowing they were in end of life care. Recommendations are in the report too
* Last Bristol PPG group – uplift to NHS talked about being 60p per pt – which only really covers additional NI contributions.
* PCN question came up – (confirmed we are FABB- Fishponds, Air Balloon & Beechwood) SMon explained how a PCN was constructed and how we came to join up with Air Balloon. – IS there a PCN administrator ? Yes we have one, she is called Danielle Morrish, she works 3 days a week for the PCN and we call her the PCN Manager.

CR Asked how it was working ?– introduced 6 yrs ago – lots of staff are employed through the ARRS (additional roles funding) scheme, funded by PCN, not by the practice. Some worry about these staff and if funding will continue for them – it has for the next year.

* Other PPGs have been meeting with specified groups – LD / Dementia groups to improve communication – wondered if all PPG’s are doing this. Also been looking at digital inclusion – to help with documenting consultations
* BrisDoc have renewed contract with Charlotte Keel – till 2040.
* Talking therapies – i.e. vitaminds not providing services they were commissioned to provide. They are currently not providing high intensity support for Mental Health, yet being paid to
* Abolition of NHS England – not sure how the collaboration of groups will now happen. – SMon added we have BNSSG ICB - they are under similar challenges to make 50% cuts too. The landscape will look different over the next year or so. PF also advised hospital trusts need to make cuts too.

**4. Feedback/Discussion items from patients**

GPs and Pharmacy First – when to use and what communications are passed on

* Asked if TV screen volume can be turned up a bit

ST asked if we are still doing work to rule – yes we are still doing things at own pace and bouncing back inappropriate additional work.

-eRD – DR advised his failed again this month -

**5. Practice updates**

The role of AI in general practice – Heidi Health, transcribing of consultations

* SMon gave a run down of how Heidi is supposed to work.

IGPM Campaign for practice staff - Video

* Those present felt it was ok to go on TV in waiting room.

**6. Provisional date for next meeting – Tuesday 19th August at 3pm**

**Heidi Meeting Minutes:  
  
Date: 20/05/2025  
  
Time: 3.00**

**Location: Practice premises  
  
Attendees:   
- Sarah McKay  
- Cheryl Benson  
- David Roe  
- Monica Grizzle  
- Pat Foster  
- Sue Thomas**

**-Sarah Monteith**

**-Maddy Brickley  
  
Agenda Items:  
- Minutes from previous meeting (25/02/2025)  
- Spring boosters update  
- Staff updates  
- AI in practice  
- PPG representation  
- Healthwatch update  
- Electronic Repeat Dispensing (ERD)  
- Pharmacy First scheme  
- AI transcription tool demonstration  
  
Discussion Points:  
- Apologies received from John Lawrence  
- Spring boosters: 570 completed out of approx 1,083 eligible patients (over 75s and severely immunosuppressed). Final clinic scheduled for Thursday  
- Staff updates: Grace Choice returned from maternity leave, Rachel Palmer joined as new receptionist, Louise now working three sessions weekly  
- AI in practice: Currently trialling Heidi Health transcription software as part of pilot until end/March-April 2026  
- PPG representation: One Care representative to attend Bristol PPG group in future  
- Bristol PPG meeting scheduled for 16/07/2025  
- Healthwatch: New end of life care report available on healthwatch.gloss.co.uk website. Report highlights issues with end of life care particularly in acute settings  
- Healthwatch manager Julie Bird leaving, volunteer Harismat taking over minutes for Bristol PPG  
- NHS funding discussed - 60p per person uplift insufficient to cover NI and minimum wage increases  
- PCN structure clarified: Practice is in FAB PCN (Fishponds, Air Balloon and Beechwood) with Danielle Morish as PCN manager working three days weekly  
- Concerns raised about job security for staff employed through Additional Roles Reimbursement Scheme  
- GMS and PCN contracts rolled over this year, awaiting new contract negotiations  
- Bristol PPGs working with specific patient groups (learning disabilities, sensory impairment, dementia) to improve communication  
- Digital inclusion initiatives being explored by PPGs  
- Bristol renewed contract with Charlotte K until 2040  
- Concerns about Vita Mind not providing commissioned high intensity mental health support services  
- NHS England abolition discussed - impact on patient participation champions group  
- NHS restructuring: ICB required to make 50% cuts, hospital trusts facing staff reductions  
- ERD issues reported by members - pharmacies not consistently accessing electronic prescriptions  
- Pharmacy First scheme explained - communication between pharmacy and practice varies depending on service provided  
- AI transcription tool (Heidi Health) demonstrated - records consultations with patient consent, summarises into clinical template, assists with documentation  
- Receptionist video shown highlighting challenges faced by practice staff  
  
Decisions Made:  
- Next meeting scheduled for 19/08/2025 at 14:30  
- Practice to follow up with pharmacies regarding ERD issues  
- Practice to consider using receptionist video on waiting room screens and website  
  
Action Items:  
- Sarah to check David's ERD prescription dates and provide information  
- Practice to raise ERD issues with Judith Poulton (local pharmacy representative)  
- Practice to consider implementing receptionist video on waiting room screens and website  
  
Next Meeting:  
- Date: 19/08/2025  
- Time: 14:30  
- Location: Practice premises**