

## **BOPF Open Forum Meeting**

**Thursday 10 Nov 2016, Broadmead Baptist Church 10:30 – 12.30**

Union Street (next to *Tesco Express*), Bristol, BS1 3HY

### **MINUTES**

**Present Trustees:** Chair Judith Brown (JB), Pat Foster (PF), Jenny Smith (JS), Tony Wilson (TW), Staff: Karen Bowers (KB), Forum Project Manager, Minutes: Yolanda Pot, Finance & Admin Manager (YP). **No members present: 26; non-members: 19; Total: 45**

**Apolog.** David Elson (DE), Gloria Morris (GM), Gillian Seward (GS) & Roy Hackett

1. **Chair's Welcome** - housekeeping, apologies and introductions  
Judith welcomed everyone.

2. **HAVE YOUR SAY ON WHAT HAPPENS LOCALLY!**

2.1. **Bristol City Council CONSULTATION: Corporate strategy (incl. budget) 2017 - 2022**

Members will be able to discuss issues that concern them and provide feedback via a printed survey. (Online report & survey: <https://bristol.citizenspace.com/bristol-city-council/corporate-strategy-2017-2022/consultation/>) [24/10/16]

Judith guided members through the survey.

2.2. **Consultation FEEDBACK – 15 people completed the Corporate strategy 2017 – 2022 survey** at the Open Forum meeting and **30 people** took it home to complete. JB has handed them in to City Hall.

3. **SPEAKER**

3.1. **Healthwatch Bristol: *Tell Us Your Story - Age, health and wellbeing***,

**Speaker: Ellen Devine, Healthwatch Bristol Project Coordinator**

**FFI:** Healthwatch Bristol, The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ, 0117 2690400, [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

**What is Healthwatch Bristol?** Strong, independent voice for children, young people and adults in health and social care

**Healthwatch functions – helping individuals.** Listen to and record your feedback on health and social care services; Signpost you to next steps; Inform you about advocacy support

**Healthwatch functions – improving services.** Identify themes in feedback you share with us; Work with service providers and commissioners to enable service improvement based on what service users want; Champion patient and public voice in health and social care services.

**Our quarter topic is..... Age, health and wellbeing.** Do you feel that your age has an impact on your access to or experience of health and social care services?

**Which service do you use and why?** self-care, NHS 111, your nearest pharmacist, your nearest GP, your nearest walk-in or minor injuries unit, your nearest A&E department.

**Patient Participation Groups.** You may wish to consider: your experiences and knowledge of PPGs; whether you feel PPGs are the best way for you to influence the delivery of services at your Practice; ideas for how you would like to be involved in the delivery of services at your GP Practice.

**Paper surveys** were handed out to complete at home

**3.2. Questions and comments from the floor**

**Q** Does Heathwatch guarantee anonymity for those who complain? **A** I think that is very important. Where appropriate we will signpost to advocate. Otherwise if you are telling us your story then we feed that through anonymously.

**Q** What is the purpose of a Patient Participation Group (PPG)? **A** The aim is to get feedback from patients about services.

**Q** Do all GP have to have a PPG? **A** GP practices are run as businesses, so they don't have to have a PPG. However we do try to encourage them.

**4. BREAK**

**5. BOPF Business**

**5.1. Apologies**

**5.2. Minutes of the previous meeting**

The minutes of the meeting held on 6 October 2016 were approved as an accurate record.

**5.3. Matters arising from the previous minutes**

There were no matters arising from the previous minutes.

**6. REPORTS**

**6.1. Chair's Report – Judith Brown**

- **Disability Equality Forum AGM**, Fri 25 Nov 2016 at Broadmead Baptist Church.
- **Lord Mayor's Christmas at Home/Mansion House** – 7 Dec 2016 from 2:30pm with 30 minute visits planned. Carol singing and refreshments. Social Isolation event, tel: 0117 9031450
- **Annual Awareness Campaign Self Care Week**: 14-20 November 2016. Self Care Week is an annual national awareness week that focuses on embedding support for self care across communities, families and generations. This year's theme is **health literacy** and the strapline is **Understanding Self Care for Life**.
- **Sustainability and Transformation Plan (STP)**: Tues 6 Dec 2016, 9:30-1pm including lunch and networking. STP is a new approach to planning health and care services. It brings together local organisations to develop a 5 year plan that delivers the aims of the NHS Five Year Forward View. The local STP covers Bristol, North Somerset and South Glos. (BNSSG). Vassall Centre, Gill Avenue, Bristol, BS16 2QQ.
- **Festival of Ideas** For those without internet connection you can book tickets in person at At-Bristol or call 0117 9151000. Events at the Waterstones can be booked in the shop or over the phone: 0117 9252274.
- **Panorama** (Richard Cookson) has been in touch **Re: Changes in Older People's care**. Anyone whose care has been affected by the cuts and who wishes to be featured please contact Judith at BOPF.

**6.2. Other reports (NPC, SWFOA, SWSN etc.)**

**6.3. Open Forum - anyone can raise issues of concern**

**7.** The meeting finished at 12:30 hrs

**Date of next meeting:** Thursday 19 January 2016, 10:30 to 12:30 hrs. Broadmead Baptist Church, Union Street (next to *Tesco Express*), Bristol, BS1 3HY, **Speaker: NHS Continuing Health Care, Jo Kapp**, Project Manager for Continuing Health Care

Signed (Chair):

Date: