

# **Rosebank Health Patient Participation Group (PPG)**

## **Minutes of Meeting held 10<sup>th</sup> October 2017**

**Present:** Rita Leach (RL) (Chair), Elizabeth Mudway (EM), Wendy Hubbard (WH), Aloysius Oliveiro (AO), Olga Allison (OA), Belle James (BJ), Nasreen Patel (NP), Sandra Matthews (SM), John Matthews (JM), John Dyde (JD), Glen Duff (GD), Dr K Eaton-Charnock (KE-C), Wyndham Parry (WP), Jon Tremeer (JT), Katie Stonall (KS), Sue Hawkins (SH)

**Apologies:** There were no apologies

RL welcomed Mr John Dyde as a new member of the Group

### **1. Minutes of the Meeting**

The Minutes of the meeting held on 26<sup>th</sup> July 2017.

### **2. Matters Arising**

#### **2.1 PPG Survey**

AO, BJ, JM, SM, NP, PC, RL were thanked for their help and for handing out the surveys at the flu clinics, and GD for his work on created the system for and processing of the surveys.

356 surveys were processed and results circulated to members. RL asked if some responses could be made to the comments for inclusion in the next Newsletter. It was noted that some actions are already being taken from the survey results, some are being considered but it would not be possible to accommodate all suggestions. KS/JT agreed to categorise the comments and prepare responses for the Newsletter.

RL advised that she had spoken to a number of patients at the flu clinics who were very positive about the Practice.

#### **2.2 Health Talk Evening**

It was noted that the next Health Talk is to be on Asthma. KR advised that she has two Nurses who are going to support the evening. A specific group of patients are being targeted. PPG will be advised when the date has been confirmed.

A member asked if it was usual to receive a text reminder and a telephone call regarding an appointment. The Group was advised that due to the large number of DNAs for Asthma appointments, an initiative is being trialled for this group of patients where the patient is phoned the day prior to the appointment to remind them. The result so far is a reduction in DNAs for these appointments from 29% to 2%.

It was reported that for the month of August for the Practice there were 534 appointments DNAd (254 were to see a Doctor and 289 to see a Nurse) and for the month of September 560 appointments were DNAd (287 to see a Doctor and 273 to see a Nurse).

### **3. Chair's Report**

RL reported that she and BJ attended the Gloucestershire PPG Network Group meeting on 28<sup>th</sup> July 2017; this is attended by PPG Groups throughout the County. The meeting had four topics:

- GP Online Services
- The Prescription Ordering Line which the Practice is currently trialling
- Healthy eating
- The 2017 National GP Patient Survey (this, with other sources of feedback obtained from the Practice, develops a fuller picture of patient experience).

RL and BJ are attending a Locality Meeting of City PPGs on 17<sup>th</sup> October 2017.

#### 4. Practice Update

##### CQC Inspection

WP reported on the CQC Inspection. There was positive feedback from the CQC Inspectors on the day but we were very disappointed with the report. An action plan has been put together and submitted to the CQC and we are expecting a further visit from them within 12 months to review.

Access is an issue and linked to that is recruiting staff. WP advised that:

- 2 further Advance Nurse Practitioners have been appointed.
- As part of a pilot scheme, we have a Mental Health Nurse, who is employed by 2gether Trust, currently working with the Practice.
- We have a part time Pharmacist working for the Practice and recruited a further full time Pharmacist who will be commencing in January 2018.
- We have appointed 2 further Doctors, Dr Armstrong who was a GP Registrar working in the Practice as part of her training. Her training finished in August and she has been employed by the Practice as a Salaried GP. Dr Ratna has also joined the Practice, currently working 5 sessions a week but increasing to 7 sessions a week when her move to the area is complete.

RL stated that the Practice has the total support of the PPG.

##### Kingsway

WP advised that the Contractors have started groundwork on the site. The turf cutting ceremony is to take place on 2 November 2017 with completion and opening of the premises scheduled for Autumn 2018.

WP advised that members of the Practice attended an event in Kingsway organised by Gloucestershire Clinical Commissioning Group. The event was 'Polish Healthfest' which was to help engage and educate about healthcare to the Polish community in the area.

#### 5. Any Other Business

**5.1 Telephone System** – it was noted that there are issues with the message which is played when patients phone the surgery. The Group was advised that there are a few teething problems with the new system which are being discussed with the telephone provider and it is hoped that these will soon be resolved.

Members of the Group stated that their experience is that there has been a noticeable improvement since the new installation and that everyone is very helpful when answering.

**5.2 Patient Assistance** – EM, RL and NP agreed to come into the surgery to assist patients.

**5.3 Newsletter** – Members suggested having a section in the Newsletter regarding recruitment.

**5.4 PPG email address** – the Chair requested a PPG email address. JT to investigate.

**5.5 Timetable of events** – BJ asked if it would be possible to have a timetable of PPG events for the forthcoming year. Consideration to be given to what format this would take but it was agreed to schedule the meetings for 2018:

**9<sup>th</sup> January 2018 at Rosebank**

**10<sup>th</sup> April 2018 at Severnvale**

**10<sup>th</sup> July 2018 at Rosebank**

**9<sup>th</sup> October 2018 at Severnvale**