

Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 10th July 2018

Present: Rita Leach (RL) (Chair), Elizabeth Mudway (EM), Wendy Hubbard (WH), Belle James (BJ), Nasreen Patel (NP), John Dyde, (JD), Jan Brookes (JB), Paul Arnold (PA), Rumbi Dhewa (RD), Olga Allison (OS), Pam Coesedge (PC), Dr J Quick (JQ), Wyndham Parry (WP), Karen Rearie (KR), Jon Tremeer (JT), Katie Stonall (KS), Sue Hawkins (SH)

Apologies: John Matthews, Sandra Matthews, Christine Barnett

RL advised that Sue Cleaver has resigned from the PPG due to her new work commitments.

1. Welcome

RL welcomed Rumbi Dhewa as a new member.

2. Minutes of the Meeting

The Minutes of the meeting held on 10th April 2018 were approved.

3. Matters Arising

3.1 Health Talk Evening

KR advised that a Health Talk Evening on Prostate Cancer is being arranged for 21st August 2018 at Stroud Road Surgery. The event will be advertised to patients.

4. Chair's Report

RL advised that she attended the Gloucester City Locality Reference Group for City Surgeries at the Aspen Centre. All Surgeries gave updates including DNAs, Practice Mergers and Cluster achievements where surgeries that are not merged work together on different topics.

Different surgeries have been organising themed evenings relative to their catchment areas. For example, Bartongate ran a Ramadan and Nutrition awareness session specifically aimed at diabetic patients. Hucclecote held an event for supporting people to stay in their own home.

Various solutions were offered to DNAs but no one seemed to have found the final answer.

Gloucester CCG representative, Stuart Pearce, gave a talk on the complexity of building and manning new GP surgeries.

Gloucester City Council representative, Isobel Edwards, gave an update on services available to support patients within the City. A Dementia Friends Scheme has now been established and PPG members are welcome to become involved. The City Council is able to support initiatives to set up projects to support patients. The next meeting is on 18th September 1.00pm – 3.00pm at the Aspen Centre, and if any members would like to attend, please advise RL.

RL was unable to attend the Gloucestershire PPG Network meeting on 8th June but members were sent an email giving access to the presentation slides. The main topics covered were NHS111 On-line and GP On-line.

RL thanked GD for his work once again on the Newsletter and BJ for helping her 'jazz up' the surgery noticeboards for PPG Awareness Week.

RL and EM assisted with interviews on 21st June for the new Practice Manager. There were 5 applicants and 2 shortlisted for formal interview by Partners and the position has been filled by Susie Graham from GHAC.

RL stated that KS, the Operations Manager, is leaving for pastures new and the PPG would like to recognise KS's good work at the surgery during her time so thank you and good luck for the future.

WP was asked if he was leaving but he explained that he was going to be concentrating on getting Kingsway up and running and taking on a more strategic role looking at new opportunities for the Practice.

5. Change of Appointment Management

KS advised that she and Lynn have spent a considerable amount of time looking at how far ahead appointments should be booked. The further ahead patients can book appointments, the more DNAs are experienced.

The length of time patients can now book ahead has been reduced from 8 weeks to 5 weeks and there has been a 28% decrease in DNAs. The focus is on booking more appointments with the usual GP for continuity of care; Locum GP appointments are filled 24/48 hours before the appointment.

6. Practice Update

WP advised on the Improved Access that the Cluster (Hadwen/Quedgeley Medical Centre/Rosebank) is piloting as part of the proposed 8am – 8pm 7 days a week service. The additional appointments are for Cluster patients and could be at Hadwen, Quedgeley Medical Centre or Rosebank.

The Cluster covers 5 days a week and Saturday morning and a countywide service covering Saturday afternoons and Sunday is being organised by Gloucestershire Clinical Commissioning Group at the Access Centre, Eastgate House. The biggest problem is the lack of GPs.

JB asked if we can interrogate our system to see if DNAs are higher with these appointments. WP reported that to date the level of DNAs has been quite high.

KS advised that the DNAs for appointments for Asthma and COPD clinics had been quite high but has reduced since patients have been telephoned 24 hours before their appointment, although some patients still DNA. It takes a considerable amount of reception time to fulfil this task. Patients can also text to cancel appointments.

A doctor from Quedgeley Medical Centre, part of the Cluster, is looking at how to keep children with respiratory problems out of hospital by providing an intermediate service that liaises with parents on child's condition where they need to be monitored before they are admitted to hospital. This should improve care and prevent children being admitted unnecessarily.

WP reported on the reorganisation of the Management team within the Practice. Susie Graham has been appointed as the new Practice Manager. Susie has been at GHAC for 7 years and has a lot of transferrable skills. She will be joining the Practice in October.

WP advised that the Kingsway development is going very well. JT has been working to prepare for the installation of IT equipment and telephones. The contractor is proposing that the handover of the building to the Practice should take place towards the end of October. Fit out of the rooms will then take place with a plan to open in November.

WP reported that we are advertising for GPs, but nationally they are difficult to appoint. Our current Registrar is moving away from the area so we are unable to recruit him. We have Foundation Doctors training with the Practice on a three month term.

We are in contact with a GP who is coming back to the UK after living abroad who we are hoping to recruit. He will initially be working with us as a Locum GP.

KR reported on the expanding Nurse Team. We have a Paramedic joining the Practice next week working on Urgent Care and carrying out home visits, a Nurse coming from Secondary care and this is her first post in Primary care and we are interviewing for a Specialist Nurse in Sexual Health. Building up the Nurse workforce is to support GPs.

WH asked if there was any plan for Physios in the Practice. WP advised that some Practices have recruited Physios but with varying degrees of success.

KR stated that we have also recruited two Clinical Pharmacists who are working to provide a better service to patients and free up time for GPs.

7. Newsletter

The summer 2018 Newsletter was circulated to members. It was reported that copies of the Newsletter were in the waiting rooms of both surgeries, on the PPG noticeboard, the website and had been emailed to patients who have signed up for this.

RL and GD were thanked for their work on the Newsletter.

8. Sharing Information with other Patients

PC advised on a relative who had an accident and was discharged from hospital with a lack of support. PC contacted the surgery to ask for advice and KR and KS made various contacts and appropriate care was put in place. PC thanked KR and KS for their assistance.

PC asked if there was any way we could advise patients on how to deal with being discharged from hospital. There was a suggestion that an item could be written for the next Newsletter suggesting that patients being discharged from hospital should, if appropriate, ask for a fit note for the anticipated time off work, asking for drugs that should have been arranged by the hospital, ensure everything is in place before leaving the hospital.

9. Any Other Business

9.1 **Telephone System** – KS advised that since June last year there has been a reduction in abandoned calls from 30% to 8%. JD stated that the receptionist who answered his call made him feel at ease and dealt with the call efficiently.

KS advised that calls for all sites will be answered from the call centre operating from Kingsway and it is proposed that there will be only one telephone number. However, the current numbers will remain for a period of time.

KS stated that the planned new staff rotas will allow for telephone lines to remain open at lunchtime.

9.2 **Prescriptions Ordering Line (POL)** –It was noted that POL is running well. It was also noted that Clinical Pharmacists are managing reducing turn round time for prescriptions, but for more complex prescriptions which require GP input, the time is increasing to 3 days.

JB stated that she was advised by POL that they had to access her medical records and she asked if that was the only reason they required access. JB stated that the member of POL was not convincing in her answer. KS advised that we have an information sharing agreement with POL, but would feedback to them the concerns.

9.3 **Blood Tests** - EM asked if we were sending all patients for blood tests to Edward Jenner Unit. KR advised that there are appointments across both surgeries for elderly, vulnerable, and for diabetic patients, also for emergencies that are required on the day, but patients requiring non urgent blood tests are being asked to go to Edward Jenner.

9.4 **CQC** – WP advised that following the inspection last June, CQC are due to carry out another inspection soon but we have not yet been given a date, but it will be after the new Patient Survey figures are released. It was noted that JT had contacted GP Survey about the questions used and we have picked out some of these and sent out our own Survey to patients as a comparison as the number of patients in the last National GP Survey had only 90 responses. We had 400 responses from our Survey. This should be a better representation of what patients think as evidence for CQC.

WP stated that we would like some involvement from members of the PPG and would advise members when we had a date.

WP stated that we have completed the actions from the points CQC picked up on.

9.5 **Bartongate Diabetic Event** – NP advised that she attended the Bartongate Diabetic Event which was very informative. As this was linked to Ramadan a similar event could be organised by us next year. NP stated that she would be happy to assist the Practice in a similar event.

9.6 **Flu Clinics** – EM asked if any dates had been arranged for the flu clinics. KS advised that there is likely to be a supply issue as there are different vaccines for different age groups, but members would be advised of the dates when available. EM explained to new members that the PPG assist on the day and hand out patient surveys. KS suggested that as the Surgery is mostly online, the PPG may wish to raise funds for buying equipment by selling tea/coffee/cakes, but their assistance to help manage patients would be appreciated.

10. Next Meeting

9th October 2018 at Severnvale Surgery