

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

### **Minutes of Meeting held 15<sup>th</sup> January 2019**

**Present:** Rita Leach (RL) (Chair), John Matthews (JM), Sandra Matthews (SM), Belle James (BJ), Paul Arnold (PA), Olga Allison (OS), Pam Coesedge (PC), Christine Barnett (CB), Celia Ricaud (CR), Wendy Hubbard (WH), John Dyde (JD), Elizabeth Mudway (EM), Susan Davies (SD), Janet Sawyer (JS), Trefor Hughes (TH), Nasreen Patel (NP), Dr J Layzell (JL), Susie Graham (SG), Jon Tremeer (JT), Kelly Grinter (KG), Sue Hawkins (SH)

**Apologies:** Jennifer Hill, W Parry

#### **1. Welcome**

RL welcomed Susan Davies and Janet Sawyer to the meeting.

#### **2. Minutes of the Meeting**

The Minutes of the meeting held on 9<sup>th</sup> October 2018 were approved.

#### **3. Matters Arising**

##### **3.1 Health Talk Evening**

It was noted that we continue to get positive feedback on the educational talk held on Prostate Cancer. JM suggested that a similar event should be held at Kingsway Health Centre.

Other topics suggested were bowel cancer, breast cancer, skin cancer and osteoporosis.

#### **4. Chair's Report**

RL presented the Chair's report.

**The Kingsway Opening** – I think we all agree that the new Health Centre is fabulous, or as my grandson would say, 'cool'. Those of us who attended the PPG open day were well impressed and those of us who helped with the public open days were very proud to show interested parties around.

As your Chair, I was privileged to be your representative at the official opening and met lots of people, including the couple who cut the ribbon – both in their 90s and long-time patients. I also chatted to Dr Bailey and Dr Hidson, both former doctors at Rosebank.

For those who follow facebook, the Spotted Quedgeley, Kingsway, Hardwicke Group have been positive about the new surgery and Pharmacy.

I have not attended any City/County PPG meetings since our last meeting but will be attending the Gloucester City Locality Reference Group (Sity GPs) on Tuesday 28<sup>th</sup> January at the Aspen Centre, Gloucester and the NHS Gloucestershire Clinical Commissioning Group meeting on 8<sup>th</sup> February at Churchdown Community Centre. If any member of the PPG would like to attend either meeting, please let me know.

Other future dates are:

- 9<sup>th</sup> June PPG Awareness Week
- 15<sup>th</sup> June at Cheltenham – AGM of the National Association for Patient Participation

Every year a nationwide survey is carried out into GP services. MORI send out forms to randomly to patients. Members who receive these were encouraged to complete and return them.

It was noted that some Practice PPGs carry out fundraising events and RL asked members if they would consider fundraising for this Practice. SG stated that she would be willing to assist the Group in any way she could and suggested that she and RL discuss how this could be taken forward.

Members who have not got name badges for the Practice and would like one should advise SH.

## 5. Practice Update

SG gave an update from the Practice.

**Kingsway Health Centre** - Members were thanked for their help with the public open days at Kingsway Health Centre. The official opening took place on 15<sup>th</sup> December which was attended, amongst others, by the Gloucester MP and Councillors.

The Call Centre at Kingsway, centralising the Practice telephone calls for each of the surgeries, is now fully manned and operational. Urgent Care is based at Kingsway for on the day access. There are three Advanced Nurse Practitioners and a Duty Doctor running Urgent Care, and with the team based together on the site it is proving to be more efficient as they are able to more easily support each other. There are emergency appointments available at the other surgeries for patients who cannot get to Kingsway.

TH asked if the Practice was going to install a blood pressure machine in the waiting room. This was being considered as patient numbers increase.

NP stated that the waiting room was not particularly child friendly and asked if anything was being considered. It was noted that toys had been removed from the other surgeries due to infection control.

NP also asked if a clock could be provided in the waiting room. SG stated that now we are operational at Kingsway, suggestions that had been provided would be considered.

**Staffing Structure** – SG advised that with the opening of Kingsway the staffing structure has changed and we have appointed three Senior Receptionists – Amanda at Kingsway, Kellie at Severnvale and Wendy at Rosebank.

We have recently recruited an Emergency Care Practitioner (Paramedic) Matthew who will shortly be joining the Urgent Care Team. We have recently recruited another Pharmacist, Mikolaj, who will be joining the Medicines Management team.

**Flu Clinics** – Members who assisted with the flu clinics were thanked for their invaluable help. It was stated that it would be very difficult to run the clinics efficiently without this help.

RL asked to give a special thank you to PC who helped with a child who was very distressed at attending the clinic. This help had a positive outcome.

SG advised that nearly 4000 adults and 365 children were vaccinated in the clinics. There are still some vaccines available.

THE NHS target is 75%. It was stated that over 65s tend to be better at attending for vaccinations than those with chronic diseases.

## **6. Newsletter**

TH was thanked for the excellent Newsletter which covered the new Kingsway Health Centre. TH advised that the Newsletter was included in the Quedgeley News and Hardwicke Matters.

It was suggested that topics from the National Health Campaign could be highlighted.

The question was asked about the availability of physio for Parkinsons Disease. It was confirmed that patients can self-refer to the Physio at GRH for any physio needs.

Members were asked to pass on any items to RL that they consider would be interesting for the next Newsletter.

## **7. Repeat Prescriptions**

JD reported on an issue which arose regarding a repeat prescription. This prescription request was through POL, which usually have the prescription available in 48 hours. JD went to the Pharmacy and it wasn't available, went back two days later, still not available. JD stated that he went to the surgery to get a prescription as he was running out of medication and advised that there were also other patients in the surgery who were also having difficulties with prescriptions moving from surgery to pharmacy. JD suggested there needs to be a back-up in place at the surgery for these eventualities. SG stated that she would contact POL to get their guidelines.

SG stated that as a Practice we identified that as we grow more resource needs to be available. Recently a Prescribing Assistant left the Practice and we have recruited a Prescribing Assistant working more hours, and as previously stated have recruited a further Pharmacist.

SG stated that some surgeries have a 5 day period to process repeat prescriptions. We currently have 48 hours, which we are not achieving and asked the Group if they felt that 72 hours would be a more realistic timescale. Members felt that this was acceptable, as long as patients had notice of the changes.

## **8. Any Other Business**

8.1 JL wished to further thank the Group for all the assistance they have given and their interest in the Practice.

8.2 PC asked if there was anything further that they could do to help the Practice. SG advised of the logistics of operating from three surgeries and transporting correspondence, goods etc. between these sites. SG stated that there is a Practice in Exeter whose PPG help by transporting documents etc. and asked if the Group felt this was something they would like to set up within our Practice. The question of confidentiality was raised, but the Group was reassured that everything is transported in sealed bags therefore this should not be an issue. The Group felt that this could be something they could be involved with and they were asked to advise of their interest in order that further discussion can take place with interested parties.

8.3 A member of the Group wished to thank the Practice for the great care recently received by a member of her family.

## **9. Next Meeting**

Wednesday April 10<sup>th</sup> 2019 at Rosebank, Stroud Road Surgery

