

Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 26th July 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), Pam Coesedge (PC), Dr A Riley (AR), Jon Tremeer (JT) Katie Stonall (KS), Sue Hawkins (SH)

Apologies: Glenn Duff (GD), Gill Folley, Paul Arnold, Wyndham Parry, Karen Rearie

RL welcomed Mr Oliveiro as a new member of the Group

1. Minutes of the Meeting

The minutes of the AGM and PPG meeting held on 8th March 2017 were approved.

2. Matters Arising

2.1 Newsletter

RL thanked Glenn for his help producing the Spring Newsletter.

RL confirmed that the Newsletter had been printed in Hardwicke Matters but not yet got a contact for Quedgeley News. Tuffley wanted payment for putting the Practice Newsletter into their Newsletter so have decided against that.

2.2 New Telephone System

It was noted that the new telephone system has now been installed.

2.3 Suggestion Boxes

It was considered that the suggestion boxes were not particularly noticeable and it was suggested that we try to improve the visibility.

2.4 Health Talk Evening

RL advised that the COPD talk held on 11th April 2017 was very informative and appreciated and thanked those involved in arranging the evening.

3. Chair's Report

RL advised that since the last meeting of the PPG she has attended 2 meetings of the Gloucester City Locality Reference Group for City GP Surgeries. At these meetings each surgery gives its own update and we are brought up to date with latest news of various trials that are being carried out in the City. Most, if not all, of the surgeries in the City are organised into cluster groups. Rosebank and Severnvale surgeries are clustered with Hadwen and Quedgeley Medical Centre and we are currently trialling the presence of a Mental Health specialist in the surgery.

There are lots of new initiatives coming up, such as Physiotherapists within surgeries, and that, dependent on their success, may be rolled out to all surgeries.

Also to be trialled at our surgery is the Prescription Ordering Line (POL) whereby patients can order their prescriptions by phone through POL.

KS advised on the service which is operated from Sanger House. They check that patients need all of the medication requested which will significantly reduce the amount of unused medication. As a Practice we are expected to increase our electronic prescription ratio, which will free up time to better support patients in other matters. There was a question from PPG about getting medication early if going on holiday, and it was confirmed that this should not be a problem if you advise the reason for early request.

It was noted that a major benefit of POL is that a patient will immediately know if there is something that cannot be prescribed e.g. a medication review or blood test required.

RL further reported that she and BJ attended the Gloucestershire Patient Participation Group (PPG) Network meeting. At the meeting met the Practice Nurse Facilitators who support GP Nurses and representatives from the Macmillan Nurse Charity who gave inspiring presentations based on Living with and Beyond Cancer. It was an inspiring presentation.

4. PPG Survey

The survey used for 2016, updated survey for 2017, phone system and patient access surveys were circulated.

After discussion, it was agreed that the phone system survey should be used this year and the discussed changes/additions would be made and the revised survey sent out to PPG for further comment.

It was agreed that the surgery would print the questionnaires and PPG hand them out and if any assistance was required from the surgery to collate, we would be more than happy to help.

5. Newsletter

The draft Newsletter was circulated.

RL advised that Wyndham Parry had forwarded to her some additional information to be added regarding GPs returning from maternity leave and an update on Kingsway surgery. RL advised that Glen may not be able to assist on this occasion with the layout of the Newsletter and asked if there was any other member who may like to assist. JT stated that the Practice would help with this if required by the group.

6. Health Talk Evenings

RL advised that the Locality is keen for Health talk evenings to take place in surgeries.

RL felt that the Living with and Beyond Cancer presentation would be an informative evening and agreed to pursue the possibility of arranging an evening presentation.

WH suggested she could hold a session on physio.

Young parents - Minor illness in children was also suggested.

These to be discussed further and arrange as appropriate.

7. Flu Clinics

It was advised that the flu clinics had been arranged on the following dates:

16 th September 2017	Rosebank
23 rd September 2017	Severnvale
30 th September 2017	Rosebank
7 th October 2017	Severnvale

KS asked if there were any volunteers to man the doors and hand out surveys, if possible 2-3 per session. Some members gave their availability and if anyone else is able to help, please advise KS.

8. Practice Update

Kingsway – It was reported that work has started on the access road to the site. It is scheduled for building to commence in September with a proposed 12 month build.

CQC Inspection – the members of the PPG who attended the inspection were thanked for their contribution.

It was reported that the presentation by the Practice was well received and generally the feedback was good. They picked up on some minor areas for improvement which have started to be put in place.

9. 'A Day in the Life of a GP'

Dr Riley was asked to describe a day in his life at the surgery.

Dr Riley advised that a routine surgery starts at 9.00am, but he would usually start at 8.30am to deal with blood results, paperwork etc. The surgery will have 16 appointments of 10 minutes each usually chronic complex long term conditions, followed by telephone calls to patients and at least 1 home visit. Afterwards Dr Riley will return to the surgery to clear the paperwork from the morning surgery – referral, letters to write and more results and out-patient letters to action. A Duty Doctor/Urgent Care session in the afternoon would start at 1.30pm where he would meet with the Nurse on Urgent Care to discuss the patient list and look at the advice line. These patients have acute illnesses.

Duty Doctor also covers day-to-day issues from other GPs doing routine surgeries, signing electronic scrips, taking calls from Consultants at the hospital. The Urgent Care session officially finishes at 6.30pm but continue until 7.00-7.30pm completing the day's paperwork.

Dr Riley advised that he attends weekly early morning and monthly evening meetings. All GPs are invited to attend monthly lunchtime meetings to review safeguarding and palliative patients.

Dr Riley was thanked for the insight into a GPs day.

10 Any Other Business

KS asked if any members were able to come in to the surgery to help with the Friends and Family surveys.

The Practice also asked for a volunteer to trial the use of a tablet for recording feedback from patients in the waiting room. EM agreed to trial.

Date of Next Meeting

The next meeting is scheduled for **Tuesday 10th October 2017** at 7.00pm at Severnvale Surgery.