

Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 8th March 2017

Present: Rita Leach (RL) (Chair), Elizabeth Mudway (EM), Wendy Hubbard (WH), Olga Allison (OA), Belle James (BJ), Nasreen Patel (NP), Paul Arnold (PA), Gill Folley (GF), Sandra Matthews (SM), John Matthews (JM), Pam Coesedge (PC), Glenn Duff (GD), Wyndham Parry (WP), Karen Rearie (KR), Katie Stonall (KS), Sue Hawkins (SH)

Apologies: Dr Riley, Jon Tremeer

RL advised the meeting that Rachel Price, who has been a valued member of the Group for some considerable time, has written to advise that she will be standing down from the Group due to other commitments. On behalf of the Group, RL wished to thank Rachel for the work she has done on behalf of the Group and the Practice.

1. Minutes of the Meeting

The minutes of the meeting held on 13th December 2016 were approved.

2. Matters Arising

2.1 Newsletter

RL thanked GD for his help producing the Winter Newsletter. RL advised that she has started to prepare the Spring Newsletter.

RL advised that she has spoken to Hardwicke Matters and Quedgeley News who would both be prepared to include our Newsletter in their publication. PC said she would check with St Barnabas and EM mentioned Tuffley Newsletter. GD also mentioned Parish Council noticeboards.

2.2 New Telephone System

KS advised that there had been problems with Severnvale where there had been two telephones out due to BT problems. This has now been resolved.

KS advised that the contract has been signed for the new telephone system and CCG have approved the plans. We are now waiting for a technical visit and to get all the work carried out by various providers. It is hoped to have system installed early Summer.

2.3 Vacancies

WP advised that Dr Haque has commenced with the Practice working at Severnvale Surgery. Dr Pringle is a long term locum working one day a week at Rosebank Surgery. Dr Henson will be returning from maternity leave next week and Dr Pike is planning to return later in the year. The Practice is planning to advertise again shortly.

2.4 Suggestion Boxes

The suggestion boxes will be installed at both surgeries.

2.5 Health Talk Evening

KR advised that two dates were available for the Educational Talk on COPD. It was agreed that this should take place on 11th April 2017.

Invitations would be sent to patients and GD agreed to prepare a poster.

3. Chair's Report

RL advised that since the last meeting of the PPG she has attended a meeting of the Gloucestershire PPG Network meeting

RL advised that topics discussed were:

1. The ongoing work on the 5 year Sustainability and Transformation Plan
2. Care Navigation – it was noted that a lot of work has been carried out by the Practice on the A – Z of clinical reviews and procedures. Thank you to Wyndham, Jon, Karen and Katie for all their hard work. This was talked about very positively at the PPG Network meeting. Also lovely picture of Dr Unwin displayed and his telephone message played.

Members asked about the A – Z. KS explained that it is a tool to assist Receptionists in correctly directing the patient to the correct clinician/service when patients phone in. There is training to be done to help Receptionists to become more confident and more skills in explaining to the patient and implementing the A – Z more successfully. WP advised that there is some funding available for Practices from the Sustainability and Transformation Plan to help support this training and WP/KS have been in discussions with other Practices on how to proceed with this. The final decision is awaited.

3. General Practices Forward View – a national programme reviewing amongst other things recruitment issues.
4. Medicine Waste Campaign – this is a campaign to encourage patients not to waste medication and to ensure that they do not order what they do not use and do not overstock. There was an annual audit carried out which concluded that in Gloucestershire there was £4.5m wasted through unused medication.

RL to incorporate this information into the next Newsletter,

WP advised that the Practice has been asked to pilot a system working with other parts of the country using different way of ordering repeat prescriptions – telephone ordering. The patient will be asked questions including whether they need everything on their request. WP also advised that the Practice is working towards having a Clinical Pharmacist in the Practice who will carry out medication reviews and have face to face clinics with patients.

5. Mental Health – RL advised that there is a suggestion of Mental Health workers in surgeries. WP advised that we have been asked to pilot a scheme with 2gether Trust. A meeting is being held tomorrow (9th March) to discuss how Mental Health Nurses could work within surgeries with proposed interviews on Monday 13th March..
6. Nursing Courses to be available at Gloucestershire University. People often work where they train so hopefully this will give plenty of Nurses going forward.
7. Next meeting of Gloucestershire PPG Network is to be held on 21st April 2017 at Churchdown and the theme will be cancer. RL advised that surgeries can send more than one representative and asked the Group if anyone else would like to attend. SH to send details to the Group.

4. Practice Update

1. **Kingsway** - WP advised that approval for Kingsway Surgery from the Gloucestershire County Council Planning department is still awaited. WP advised that the Planning Department is being communicated with regularly by different agencies, and the MP Richard Graham has also been chasing. Members suggested that they would write as a Group.
2. **Advanced Nurse Practitioner** – KR advised that a new Advanced Nurse Practitioner will be joining the Practice for three days a week carrying out Urgent Care and ANP clinics. SM stated that she had recently had a consultation with an ANP. The consultation had gone very well and she felt that her treatment was as good as with a GP.

PC stated that she had a conversation with a diabetic patient who was unsure where to go to have chiropody treatment. KR advised that diabetic patients are referred to Podiatry but any other chiropody has to be treated privately.

3. Clinical Pharmacists

WP advised that interviews have taken place for a Clinical Pharmacist within the Practice. Update at next meeting.

5. Any Other Business

- 5.1 **Healthwatch** -RL advised that there has been a communication from Healthwatch advising that, following a tender process, Healthwatch will be run by Evolving Communities but still under the name of Healthwatch.

One of the aims of Healthwatch Gloucestershire is to give both citizens and local communities a stronger voice to influence and challenge how health and social care services are commissioned and provided. It will gather local people's views on and experiences of health and social care. These will be passed on to those who plan and deliver our services in the county and Healthwatch England, to help them identify national trends.

- 5.2 **Carers Gloucestershire** - GF advised that she will be manning a stand on 14th June during Carers Week giving out leaflets etc. It was agreed that this should be mentioned in the Spring Newsletter. GF to advise of the details.

Date of Next Meeting

The next meeting is scheduled for **Wednesday 28th June 2017** at 7.00pm at Rosebank Surgery, Stroud Road.