

Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 9th January 2018

Present: Rita Leach (RL) (Chair), Elizabeth Mudway (EM), Olga Allison (OA), Belle James (BJ), Nasreen Patel (NP), Sandra Matthews (SM), John Matthews (JM), Glenn Duff (GD), (Charlie Morgan (CM), Jon Tremeer (JT), Katie Stonall (KS), Sue Hawkins (SH)

Welcome and Apologies:

Apologies: Wyndham Parry (WP), Karen Rearie (KR), Wendy Hubbard (WH), Pam Coesage (PC), Susan Cleaver (SC)

Welcome: RL welcomed Charlie Morgan as a new member of the Group. Susan Cleaver has also joined the Group but was unable to attend the meeting. RL advised that Janet Brookes has indicated her interest in the PPG and will be invited to attend the next meeting.

1. Minutes of the Meeting

The Minutes of the meeting held on 10th October 2017 were approved.

2. Matters Arising

2.1 Health Talk Evening

It was noted that an education talk had taken place on Asthma. KR and members of the Nurse team ran the evening. Patients who had not been in for a review in the last year were sent letters and text messages inviting them to the evening. 10 patients attended and had their review carried out as well as an educational talk. PPG asked for thanks to be given to the staff involved.

A topic for the next educational evening to be discussed.

Discussion took place on the current winter pressures and the exceptionally high number of calls that are currently being received from patients, some who phone in for advice or appointments without first trying other options, such as Pharmacy. KS asked PPG members how they thought we could utilise them to help us to get the message across to patients.

Various ideas were suggested, including leaflets to Playgroups/Nurseries, text messages, change the phone message to add seasonal messages, use of media screen, video clips. Members were asked to contact KS with their suggestions which could help both the Practice and patient experience.

3. Chair's Report

RL reported that she attended the Gloucester City Locality Reference Group of Gloucester City GP Practices meeting on 17th October 2017. All PPGs gave updates. Concern was raised as to the need to recruit PPG members across all age ranges.

There was a Cluster update on the Mental Health initiative, which Rosebank is taking part in, where a Mental Health Nurse works within Surgeries. The pilot has been extended to March 2018.

More surgeries have now signed up for Prescription Ordering Line (POL). PPGs to do all they can to publicise POL. KS advised that Rosebank is the biggest user of POL in the County.

JM and SM attended a Frailty for Professionals Day on 7th November 2017, to which PPG's were also invited. JM and SM found this to be very interesting. The main topic was frailty. It was noted that there is a lot of help in the community but it is difficult to know where to find this.

JT advised that the Practice has a Frailty Coordinator and a Frailty Nurse and patients are identified by severity and invited for reviews. At that review patients would be 'signposted' to appropriate Social Prescribing.

BJ and RL attended the Gloucestershire Patient Participation Group Network meeting on 24th November 2017. The topics covered the GP Five Year Forward View and Joining Up your Information Project (JUYI) whereby all relevant NHS bodies will have access to patient records.

A talk was given by Healthcare Gloucestershire.

4. Practice Update

KS advised that the Practice is struggling with winter pressures and with GP long term sickness and Nurse sickness. We are currently using agency staff where needed.

Clive Fisher, our new Clinical Pharmacist, commenced with the Practice on 2nd January 2018.

The Practice continues to have Mental Health Nurse support.

Kingsway

KS advised that the building is progressing on schedule and the Rosebank website is updated frequently with photographs of the building.

5. Approving the PPG Newsletter

GD has completed the draft of the latest Newsletter which has been approved. The final Newsletter will be emailed to all PPG members. KS thanked GD for all his work in producing the Newsletter which has a balance of information, education and feedback. PPG asked how we promote and distribute the Newsletter. On the Rosebank website you can sign up to receiving the Newsletter and it is also distributed in the waiting rooms. JT was asked how many have signed up to the email process. JT confirmed that 599 had signed up.

6. Any Other Business

BJ advised that at a recent County meeting she was advised by the Chair of the PPG from Leckhampton that she is impressed that members our PPG go into the surgery to assist/talk to patients. She asked if it was possible to come into our surgery to see how this operates. It was agreed that BJ invites her to the surgery and holds a usual session assisting patients.

7. Next Meeting

10th April 2018 at Severnvale Surgery. This will also be the date of the AGM.

Future meetings

10th July 2018 at Rosebank

9th October 2018 at Severnvale