

**Friends of Rosebank Health Patient Participation Group Meeting**Tuesday 6<sup>th</sup> July 2021

18:00 – 20:00

Rosebank Health, Kingsway Surgery, Gloucester, GL2 2FY

**Chair:** Rita Leach (RL)**Attendees:** Christine Barnett (CB), Jan Brookes (JB), Pam Coesedge (PC), Michaela Davies (MD), John Dyde (JD), Dr K Eaton-Charnock (KEC), Susie Graham (SG), Kelly Grinter (KG), Trefor Hughes (TH), Sandra Matthews (SM), Liz Mudway (LM), Wayne Nolan (WN), Christine Rousseau (CR),**Apologies** Jenny Holley, Karen Harris (KH), Jon Matthews (JM)**1 Welcome**

RL welcomed everyone to the first meeting since January 2020. Although, unable to attend the meeting, RL also welcomed Karen Harris, a new member to the group, and Christine Rousseau, a new member of Rosebank Health staff.

RL expressed enormous thanks to all the staff at Rosebank Health for their hard work during the pandemic and reiterated her commitment to the Practice.

**2 Chair's report**

- a. Nasreem Patel – RL advised the group that a PPG member Nasreem Patel had sadly passed away.
- b. RL advised that the Gloucestershire PPG Group had continued to meet via MS Teams.

**3 Practice update****a. Resume postal bag collections?**

MD asked the group if they would like to resume the postal bag collection that has been on hold during the pandemic, noting that this would now include Bartongate surgery. Ideally, we would need 3 collections each week.

The consensus was that the members are happy to carry on but would like us to create a rota so they would know in advance when they were helping. KG/MD to look at rota.

**b. Bartongate update**

MD advised that RB was almost fully merged with BG with only the phone system outstanding. This is being addressed and should be resolved by the end of the year. MD advised that there are 4 new consulting rooms and clinical staff were now working across all four sites. Some members felt that the signage was not clear, and MD confirmed that she was aware of this and it was being addressed.

**c. Covid/flu vaccinations**

SG reported that RB surgery has been used as the Covid Vaccination Hub for the South side of Gloucester incorporating Rosebank Health, Hadwen & Quedgely PCN and Inner City PCN and has delivered in excess of 85,000 vaccines, exceeding local and national targets and resulting in 80% of our patients having had at least one vaccine.

SG acknowledged that this has been a huge challenge, not least because RB surgery has had to switch from surgery to hub, several times each week, causing disruption to both staff and patients. However,

this has given the local community the best possible chance of getting vaccinated locally, without the need to travel too far. Once all second vaccines and boosters have been carried out, we will have vaccinated 100,000+, and whilst hugely challenging and extremely hard work, we are very proud of what we have achieved.

#### **d. Staff update**

As well as the team from Bartongate, there has been several new members of staff and these are:

Partner:	Dr Manesha Karunaratne
GP:	Dr Gerry Turnbull, Dr Debra Hiley, Dr James Stanley, Dr Elaine MacDonald, Dr Vishnu Kandimalla, Dr Achudan Anduvan
ANP:	Shibu Mathew
Practice Nurse:	Lorraine Thom, Claire Smith, Rebecca Vaughan
Clinical Pharmacist:	Elias Khazi
Physiotherapist:	Kate Moores
Care Home Coordinator:	Emma King
Social Prescriber:	Natalie Rogers, Sue Davies
Admin Apprentice:	Imogen Pearson
Senior Receptionist:	Sue Morgan
Receptionists:	Bozena Wilkinson, Jenna Wanstall, Debra Warren, Maddison Wilson, Chloe Legg, Kim Gough, Deanna Sparkes, Claire Cleaver, Beverley Bayliss, Akshay Patel
Lead HCA:	Lynne Williams
Phlebotomist:	Kaleigh Knight, Sophie Barnfield
HR Administrator/PA:	Christine Rousseau

In addition, we are interviewing for another GP and looking for an Urgent Care Team Member. We have recruited three new receptionists in the last week or so to cover maternity leave and retirement.

#### **e. Opt out – data sharing**

The opt out system has been activated for approx. 2 years for new patients as part of the application process. New patients are sent an information leaflet, and there is a second option via the online NHS digital system plus there is a form on our website. It should be noted that staff cannot influence patient's decision whether to opt in or out.

JB advised that she opted out 2 years ago but found that had to opt out again. SG advised that there are two opt out stages. Option 1 opts you out of data sharing from your GP surgery only, and option 2 via NHS digital opts you out data sharing from any NHS organisation. For those patient's that do not opt out, their anonymous data is used by research companies in collaboration with the Government to influence, shape and develop healthcare going forward. Patients that don't have access to a computer, smart phone etc, can have the information posted to them.

## **4 Fundraising**

RL requested that if any members have any fundraising ideas to advise her. She would like it to be a group effort, although currently fundraising is on hold due to the pandemic.

## 5 Any Other Business

### a. Urgent Care

JD raised concern over 'urgent care' following a recent experience where he was told there would be a 4 hour wait to be seen. KEC advised that urgent care is a booked, triaged service, rather than a walk-in service. Patients are triaged and are seen quickly if required. Patients with falls or injuries should attend a minor injuries clinic or A&E. Some members felt that the 'urgent care' wording gave the wrong expression.

### b. eConsult

JB raised her frustrations with eConsult as currently patients are told that the GP will call on a specific day but are not given a specific time. SG advised that we are currently working on a new initiative that gives patients a 2 hour call back window. SG also explained how busy the practice has become, receiving in excess of 2,000 eConsults per week as well as around 2,000 phone calls, along with queries from footfall and the website as well as the increase in demand from Bartongate. As a result we are really struggling with capacity. The Urgent Care team are dealing with 300 contacts per day between 6 people. This issue is a county wide problem. This is further impacted with staff isolating, or on sick leave.

The group suggested that the eConsult process be shorter with a reduction of questions. KG advised that the form is a template from CCG, and as such we cannot change it. However, some questions do not have to be answered making the process slightly quicker.

Advantages of eConsult is that patients can see a specific GP, and people with jobs they cannot easily take time off from, or have small children find it useful. We are increasing the number of face to face appointments.

### c. Answerphone Message

RL felt that the answerphone message was very long and at the end the advice given was to use eConsult. KG advised that we are looking at changing the message to make it shorter, and more friendly. However, it was noted that it includes important information that patients needed to know.

It was noted that whilst the rules are being relaxed from the 19<sup>th</sup> July, we will await further guidance or the wearing of masks etc. with our key priority being the safety of both staff and patients.

### d. 2 monthly meetings / change of venue?

It was agreed that the group would meet every 2 months at 6:00pm varying the location between Kingsway surgery and Rosebank surgery.

### e. PPG recruitment from Covid Volunteers?

It was agreed to invite the Covid Hub volunteers on the group, as well as some members from Bartongate. JB will liaise with MD.

### f. DNR / Respect forms the hospital are using

TH raised a concern he had with GRH regarding a DNR/Respect form where he felt that his wishes were not accurately documented by the Hospital Doctor. The group empathised with TH but felt that as this was an issue to be raised with GRH rather than at this forum. Following this TH tendered his resignation and left the meeting.

**8 Date of Next Meeting – agree 2021 dates**

The next meeting will be on Tuesday 7<sup>th</sup> September 6pm at Kingsway surgery.

The meeting ended by SG thanking the members for their continued support of Rosebank Health during an extremely tough period.