

Friends of Rosebank Health Patient Participation Group

Tuesday 16th November 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), Kelly Grinter (KG), Susie Graham (SG), Dr Jonathan Layzell (JL), Sandra Matthews (SM), John Matthews (JM), Charles Morgan (CM), Liz Mudway (LM), Wayne Nolan (WN), Perry Poole (PP), Christine Rousseau (CR)

Apologies: Jenny Holley (JH), Deborah Cottam (DC)

1. Welcome

SG welcomed Charles Morgan, a new member to the group

2. Chair's report:

RL advised that she had resurrected membership of the NAPP (National Association for Patient Participation) and meetings at Glos CCG had resumed.

PP advised that she had attended the Gloucestershire CCG AGM on RLs behalf. PP reported that she felt very proud to be associated with Rosebank Health. She was impressed with Dr Layzell's presentation on Cancer services which she felt was very positive. Other presentations included mental health, maternity services. PP advised that there were 61 different languages spoken within the region and that digital platforms were becoming more popular, although this is welcomed more by practices than patients. CCG reported that the response to the Covid pandemic in the area has been extremely good, and the roll out of PPE very successful. PP advised that the CCG as is would be dissolved at the end of March to be replaced by ICS (Integrated Care System). It is hoped that Helen Goody and Andy Seymour will still be involved.

3. Practice update

- a. **Practice changes** – SG shared RBs plans and the new initiative that is to be launched. SG advised that they have carried out some research looking at new ways of working and came up with 'The Hub' model which will hopefully meet the current, unprecedented demand.

The Hub will be based at Rosebank Surgery and will house the following team:

3-4 x Navigators

1 x Advanced Nurse Practitioner

2 x Duty Doctors

1 x Duty Pharmacist

1 x Paramedic (for visiting)
1 x Visiting GP
1 x Duty Social Prescriber

The aim of the hub will be to sign post patients to the right person, as well as dealing with quick minor illness requests, blood results, med 3s etc. This will then enable GPs and ANPs to have more availability for F2F and follow up appointments. Routine appts have been put on hold for a week or two to allow the hub to launch with appointment availability.

Demand has increased to unprecedented levels. There is a backlog of patients who now want to see a GP, having stayed away during lockdown, and this coupled with a change in patient attitude and led to the increase in workload. Furthermore, JL advised that there has been an increase in winter viruses, chest infections, and poorly children this year, as well as higher anxiety levels, mental health issues, anxiety and depression. Health and social care system pressures also impact on primary care. The hospital is full and under huge amounts of pressure, operations have been delayed which then has a knock-on effect on primary care.

SG advised that we will be reviewing the Hub on a weekly basis to see what works well and what doesn't and make adjustments accordingly. We have trialled the Hub briefly and are pleased to report that it is working well.

CM raised an issue with GPs calling patients as he and his wife were missing calls because they couldn't get to the phone quick enough and the caller was ringing off after a couple of rings. KG advised that the process was that if the patient didn't answer the first time, the Clinician would call back a second time. If that call went unanswered the Clinician would leave a message, if the call went to answerphone and also send a text message. JL advised that on some occasions the Clinicians calls several times, depending on the needs of the patient. All calls, messages etc are recorded on the patients record. Patients are asked what their preferred number to call is and that is the number the Clinician will call. Where calls go unanswered, the Clinician will call all the numbers on the patients record. If this continues, it was suggested that the settings in CMs phone may need to be looked at. CM agreed to log the activity.

SG advised that covid vaccination hub was continuing and to date has administered 108,714 vaccines. Flu and shingles vaccines have also been carried out. It was recognised that whilst the covid hub is based at Rosebank surgery, it is in collaboration with Innercity and Hadwen surgeries. With the recent announcement that the over 40s will now be offered a booster, and 16/17-year olds, a second dose, the clinic will be continuing for some time. Members of the PPG praised the work that has been done at the clinic commenting on how well it has been run.

SG shared the Practices' plans to recruit new staff. Over the past few months, we have lost several GPs: Dr Roberts, Dr Nair has retired, Dr Odofin has moved to another practice due to promotion, Dr James is moving to Longlevens, Dr Turnbull has moved out of the area to Bath. We have, however, recruited three new GPs, one will start later this month and two in January. We are mindful that we would still like some additional GP time. Several ANPs have moved on, but we have new staff, including 2 Paramedics, starting over the next few months and will have a full team by January.

Other new staff include a Lead Clinical Pharmacist, Respiratory Nurse, Nursing Associate, Physicians Associate, Pharmacy Technician, Cancer Care Coordinator and several Receptionists. Current staff numbers are 120 approx.

b. New phone system

SG advised that the new telephone system launched on Monday and was working well. Data collected showed that we took 2,000 calls on Monday alone, with the average call duration 10m 28s. The new system has a 'queue busting' feature which gives callers the option to have the practice call them back. Callers can put the phone down but keep their place in the queue and then when it gets to their turn the practice calls them back.

c. Postal rota

CR circulated two options for the postal rota, and all agreed on option 1. An induction was set up on Tuesday 23rd November at 11am at Kingsway surgery. CR to confirm in writing. JD offered to be on standby if required.

4. AOB

- a. **Public and patient perceptions** – having listened to SGs presentation CM was reassured that the Practice was addressing his concerns regarding the patient and public perceptions. SG advised that the Gloucester Live articles were not always accurate, and that it can sometimes be very soul destroying to our staff who are working tirelessly. Positive comments on Facebook are hugely appreciated.
- b. **Walk Talk Walk Group** – JB circulated some information regarding a Walk Talk Walk Group that she had heard discussed on Radio Gloucester and proposed setting up an RBH group. It would need someone to run it. JB agreed to investigate further and email SG with the details. SG would share with our Social Prescribers. LM agreed to support the walk by attending but would not be able to organise it. RL will forward JB her contact from Aspen.
- c. **Park run** – JB advised that Aspen Medical Centre were supporting the Park Run and suggested that RBH also did this. SG agreed to ask Lynn Weaver to look into resurrecting this.
- d. **Queen's Platinum Jubilee celebrations 15/6/22** – JB advised that Quedgley Town Council were running some celebrations for the Queen's Platinum Jubilee in June and asked if RBH would like to be involved. SG advised that we would support the PPG should they wish to be involved, but currently would not be able to be actively involved. JB agreed to investigate further. JD advised that the Town Clerk was very helpful.
- e. **Vaccination volunteers** – JB enquired about recruiting volunteers from the vaccination clinic. SG advised that many of the volunteers were either not registered with surgery, or not our target audience. It was suggested setting up recruitment tables at each surgery. KG agreed to look at what material was currently displayed as a lot was removed at the start of the pandemic. SG suggesting adding some information to the FB page. It was agreed that once things open up more, we can do more.
- f. **Family and friends test on website:** SG advised that we used to report on the data but have not done so for a while. However, it is helpful to the Practice to receive the information and can be used for CQC purposes.
- g. **Severnvale surgery:** SG advised that currently there are no plans to increase the opening hours at Severnvale surgery

Date of the next meeting
Tuesday 18th January 2022
18:00 – 20:00

Kingsway Surgery

Patients Association Patient Participation Group