

## Friends of Rosebank Health Patient Participation Group

Tuesday 7<sup>th</sup> September 2021

18:00 – 20:00

Rosebank Health, Kingsway Surgery, Gloucester, GL2 2FY

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Pam Coesedge (PC), Michaela Davies (MD), Kelly Grinter (KG), Liz Mudway (LM), Susie Graham (SG), Sandra Matthews (SM), John Matthews (JM), Perry Poole (PP), Karen Rearie (KR), Celia Ricaud (CR)

Apologies: Jenny Holley (JH), Jan Brookes (JB)

### 1. Welcome

RL welcomed Perry Poole, a new member to the group.

### 2. Chair's report

RL advised that she has attended a County meeting in July which reported on a patient survey and integrated care system. Andy Holness, Chair of Churchdown PPG and Peer Leader of the CCG network gave an inspiring talk. Should anyone want any further information regarding the presentation please contact RL.

RL also advised that the meeting referred to a Morey survey that was recently carried out. Of the 305 surveys sent out, 114 were returned with the main issue being able to get through on the phone to a GP practice.

The PPG were extremely saddened to hear of the passing of Dr Mike Roberts. RL offered, on behalf of the PPG, her condolences to both Rosebank Health staff and colleagues and Dr Roberts family and went on to give recognition for all he has done for the patients and the practice.

RL advised that more volunteers were needed for the postal rota. SG advised that RBH will cover petrol costs. Anyone interested should contact CR who will arrange the necessary paperwork and circulate a rota.

RL advised that the new answerphone message was an improvement.

### 3. Practice update

- a. **Dr Mike Roberts** – SG shared with the group how very sad and difficult the past few weeks had been for everyone at RBH. However, the huge number of lovely messages, cards and emails received were testament to how well Dr Roberts was regarded by the patients and wider community. He was a significant member of staff having been with the Practice for over 30 years and his absence has left a huge gap, and he will be greatly missed. SG went on to say that patients were very understanding last Friday afternoon during Dr Roberts funeral as our services were reduced to enable staff to attend.
- b. **eConsult** – SG advised that we are continuing to use eConsult, although she recognises that there are very mixed views about the system. Since the introduction of eConsult demand has increased by 30% and as such its availability has been restricted to specific hours i.e. it is switched off at the weekend and from 4pm on weekdays. Initially, eConsult was marketed as a way to ease calls, but in reality, it has just added an extra lane to the already congested motorway. However, SG advised that patients do not have to use eConsult and can still ring in to speak to a member of staff or come into the practice to make an appointment.

It was also noted that this is a nationwide issue, not just local to us and there are many reasons for this, not least the expectations of patients have changed.

KG shared with the group some statistics relating to the number of contacts we are receiving. The table below illustrates how demand has increased in the past 2 years.

	August 2019	August 2020	August 2021
<b>Calls Taken</b>	9825	7734	9237
<b>Avg Wait</b>	02.37	03.03	07.12
<b>E-Consults</b>	-	4961	7336
<b>Footfall Website Contacts</b>	-	2091	2762
<b>Total Contacts</b>	9825	14786	19335

SG paid tribute to our staff who have worked tirelessly throughout the pandemic, many have not had holidays and are exhausted. There is increased anxiety amongst the reception team worried about the patients that can't get through and this has also had an impact on staff retention. SG also works on reception to help alleviate the pressures.

SG advised that the only way to change patients' perceptions was to continue to reiterate to our contacts how busy the practice is, reminding people that our doors are open and we are seeing patients face to face when needed. But Covid is still a concern and our priority is to protect our staff and patients.

The PPG members offered to help in any way that they could. SG suggested that anyone who would like to write a newsletter or blog about 'a day in the life of....' could spend a day in the practice to see first-hand what it is like. An independent view of General Practice may hold more weight. It should be noted that RL is impressed with the surgery and how it operates. LM also

acknowledged how busy the practice is seeing this first-hand when she was helping with the post pre-covid.

Problem with answering the survey's - RL stated she was unable to respond to the "how was your experience" survey texts sent to patients after their appointments. This could be because it does not work on older mobile phones however SG suggested JT should be informed.

- c. **Blood bottles** – SG advised that there was a national shortage of blood bottles and consequently we have had to cancel most blood tests. We are only allowed to do emergency i.e. to diagnose cancer, medication monitoring, or a blood related disorder. We are unable to book any routine blood appointments. We are hoping that this will be resolved towards the end of the month and that by November everything would be back to 'normal'.
- d. **Flu/covid vaccinations** – the original plan was to start the flu clinics this month and co-administer the annual flu and covid booster vaccine. However, there is currently no guidance available about boosters, so we are unable to do this at the moment. We have been impacted by the nationwide issue regarding delivery drivers and last Friday we were told that we would not be receiving a delivery this week. However, 4000 flu vaccines arrived at lunchtime today so the flu clinic will go ahead on Friday as planned. We have invited almost all over 65s via text message and the majority have booked via online using the text message link. Anyone that doesn't have text or is unable to book in this way will be contacted by letter or phone to book them in. There will be 4 subsequent clinics on Saturdays from 8:00 – 2:30pm and as ever we will endeavour to get as many vaccinated as possible. We have decided to continue to use Rosebank surgery for flu vaccinations as well as Covid vaccines so that if it becomes possible to co-administer it will be much easier to do this. Furthermore, patients have become familiar with Rosebank surgery as the Covid hub and it means that services at the other surgeries will not be disrupted. SM advised that in her view the both the flu and Covid vaccination clinics were second to none and the processes currently in place had been excellent.

#### 4. AOB

- a. **New phone system** – SG advised that we would be installing a new phone system in the next month or so which will be far superior to our current system. It will link to patients records as well as to Bartongate and the music will change.
- b. **Gloucestershire CCG AGM** – RL is unable to attend this meeting and asked for volunteers. PP kindly volunteered. The meeting is on Thursday 23<sup>rd</sup> September from 4:45 – 6:30pm.
- c. **Dates of next meetings** – RL circulated proposed dates for following meetings advising that the AGM is in March. The dates were agreed.

The meeting ended with KR saying how nice it was to see everyone around the table after so long, and SM thanked SG for her help with a previous issue.

#### **Date of the next meeting**

**Tuesday 16<sup>th</sup> November**

**18:00 – 20:00**

**Kingsway Surgery**