

Friends of Rosebank Health Patient Participation Group Tuesday 17th May 2022

18:00 – 20:00

Rosebank Health, Kingsway Surgery, Gloucester, GL2 2FY

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Pam Coesedge (PM), Susie Graham (SG), John Matthews (JM), Sandra Matthews, Perry Poole (PP), Christine Rousseau (CRo), Michaela Davies (MD), Kelly Grinter (KG), Celia Ricaud (CR), Glynn Duff (GD), Dr Unwin (JU)

Apologies: Jan Brookes (JB), Charles Morgan (CM), Liz Mudway (LM)

1. Welcome

RL welcomed Glynn Duff, a new member to the PPG.

2. Chairs reports

RL advised that the Gloucestershire CCG (which currently manages National Health funding for the county of approx. 800m per year) will combine with One Gloucestershire (the working name given to the partnership between the County's NHS and care organisations). The necessary law has now passed through parliament and from 1st July 2022, will be known as the Integrated Care System, with the CCG becoming known as the Integrated Care Board.

The penultimate meeting of the CCG was on the 28th January via Teams and included useful discussions on PPG planning and the forthcoming Integrated Care System. The final meeting of the CCG will take place on Friday 20th May at Churchdown; lunch will be provided. Please let RL know if you are interested in attending, either in person, or via MS Teams. The proposed agenda includes discussion on Primary Care contact, the integrated care system and PPG surveys.

RL advised that she has signed up to help the CCG with developing the new website for the Integrated Care System and the team met on the 4th May to review the website set up.

3 Practice update

New staff:

Dr Suzannah Lake, Inequalities GP, predominantly based at Bartongate

Georgia Roberts, Physician Associate, whose role is to support GPs and other clinical staff. It's a new role, where she is able to carry out medical exams and suggest diagnosis to clinicians. She's newly qualified so is currently training.

Mary McKenzie, Patient Administrator. Her role is to produce patient reports, insurance reports etc.

Two new receptionists have joined us: Selma Veck and Mel Clarke, with two more joining us next month.

Website: Rosebank Health website has been updated, so may look slightly different, but more user friendly. SG asked to send her any feedback, particularly if anything that doesn't look quite right.

Covid vaccines: currently clinics running on Saturdays carrying out the over 75s spring booster, the first vaccine for children 5-11 years old, plus anyone else who has yet to be vaccinated. Everyone eligible have been invited. There are also approx. 100 walk ins per session. Clinics will continue on most Saturday mornings until the end of August. By then we should have guidance on the process in the autumn with the hope that we will be able to do flu and covid vaccines at the same time. We're continuing to work with many of the other practices, and in fact vaccinations for all the children within Gloucester were done at RB, as the uptake was much smaller, approx. 10-20% and approx. 18% in vulnerable children.

Rosebank Hub: SG advised that the CCG and NHS England were interested in our hub model and as such SG has produced a detailed report, sent to the CCG, providing a clinical assessment of the service. The CCG have classed our model as best practice. The report includes several audits that we carried out to assess the impact of the hub to determine if it makes an improvement (or not). Our key aim is to improve the continuity of care for patients, and overall, the report showed that the hub is achieving this target. We looked at appointment waiting times, and looking at a whole day, the introduction of the hub has meant that 59% of appointments are dealt with in the hub on the day with either a face-to-face appointment, a text message, or a phone call from a GP. 80% of our appointments are face to face appointments. 85% of urgent problems are seen on the day. The number of phone calls into the surgery between November 2021 and March 2022 was 124,736 plus, in the same period we received 13,701 eConsults. In terms of the number of appointments that we are providing, in the first quarter of 2021, we provided 50,530 appointments. In the same period in 2022, we provided 71,017 appointments. Sometimes, we do have to cancel clinics, due to staff sickness. RL congratulated RBH for their hard work, noting that it was very sad that this message doesn't always get through to the patients.

SG advised that we are continually reviewing processes and are always striving to work better and smarter. We are happy to try new systems, and regularly embrace new technology, and make changes as they need to be made. Even on a daily basis we look at ways to improve.

SM queried how it was possible to diagnose over the phone, and JU explained that with photographs, it is often very easy and successful to diagnose a condition without seeing the patient. There are, of course, certain things that patients would need to be seen; lumps, bumps, heart, neurological concerns, for example. JU also reiterated that if a patient wants to be seen, they will be seen. However, some patients are very happy to be dealt with over the phone.

CR expressed concern over patients being asked about their symptoms/personal information in the waiting room and was this appropriate. KG advised that patients are given the option to write information down or go into a private room, but she agreed to take this on board, and look at alternatives as well as increasing signage on the front desks.

SG advised that staff sickness has stabilised. Recruitment is still an issue, as there are now more jobs than people.

Health Champions

SG shared details of an initiative that we are setting up in September with Dr Tin, another new Inequalities GP, to fund some Health Champions. It is already up and running at Churchdown, as well as other areas, and we're hoping to follow suit. A company will work with volunteer patients, focussing on their personal strengths and interests to train them to run group activities/sessions for other patients such as coffee mornings, mums and toddler groups, Ukrainian group, Choir, etc. The project is about community, for any age group and helping patients in a different way.

Newsletter

CRo asked if anyone would like to resurrect the PPG newsletter. PP offered to do this. It can be as little as twice a year and can be displayed in each surgery. KG will arrange to have the notice boards put back in each waiting area to display the newsletter.

Postal rota

CR asked if it was possible for the volunteers to have the code to RB, so that they don't have to wait in the waiting area to be let in. She also advised that sometimes the post wasn't ready, and she had to wait sometimes, although others didn't share the same experience. It was noted that the post is ongoing and is often only sealed when the volunteer arrives. However, if we know what time the volunteers are likely to arrive it will make it easier to have the bags ready. RBH acknowledged their appreciation to the volunteers for their contribution to supporting the postal service.

Meeting dates

CRo circulated meeting dates for next year – see attached. All agreed.

AOB:

It was agreed that the PPG can come back into the surgery waiting areas to talk to patients again.

RL and MD agreed to meet to action the notice boards.

SG advised that we are creating a memorial garden for Dr Roberts at SV.

Gloucestershire Wildlife Trust, with funding from the NHS is planting trees and shrubs along Barton Street, including in front of BG surgery.

Date of the next meeting

Tuesday 19th July

18:00 – 20:00

Kingsway