

Friends of Rosebank Health Patient Participation Group Tuesday 6th September 2022

18:00 – 20:00

Rosebank Health, Kingsway Surgery, Gloucester, GL2 2FY

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Michaela Davies (MD), Susie Graham (SG), Jenny Hill (JH), Dr Layzell (JL), John Matthews (JM), Sandra Matthews (SM), Liz Mudway (LM), Perry Poole (PP), Celia Ricard (CR), Christine Rousseau (CRo)

Apologies: Jan Brookes (JB), John Dyde (JD), Kelly Grinter (KG), Charles Morgan (CM)

1. Welcome

RL welcomed everyone to the meeting.

2. Chairs reports

RL thanked PP for her excellent newsletter. CRo confirmed that it was circulated via email to the PPG members and is also on the RB website. CRo agreed to check if the newsletter could be displayed on the screens in reception areas.

RL thanked everyone at all surgeries for their hard work, giving special thanks to the receptionists/call handlers for their continued hard work and patience on the front line.

RL advised that she had joined the Gloucestershire PPG Network virtual meeting on the 22nd July for the Integrated Care System. Dr Kat Bristol, Partner from Cam & Uley Family Practice presented 'A Green Impact Toolkit' detailing various successes at the surgery in becoming greener, and RL advised that she was willing to share their information. SG advised that we have a Green Working Party and are also looking at greener ways of working. The next meeting will be on the 16th September.

RL advised that the annual GP patient survey results carried out by MORI were discussed at the meeting. RL recognised that RBH is working to provide the best service possible in current circumstances and recognised the positive feedback given following appointments with Healthcare Professionals. It was noted that the survey only sampled a very small number of patients, approx. 200 from a list of almost 38,000, which included several positive comments.

RL advised that she would like to meet with SG to review RBHs patient survey to reflect the results working with Integrated Care System.

RL advised that Aspen Surgery, who gave RBH a Walk Talk presentation has been nominated to the BBC for an award.

3 Practice update

MD advised that we have recruited thirteen new staff since May, as follows:

Dr John Regan	Salaried GP
Dr Yvonne Tin	Salaried GP
Christy Blanch	Compliance Administrator
Kirstie Elliott	Care Coordinator
Clare McNaught	Child & Young Persons Social Prescribing Link Worker
Sadiq Veshmia	Clinical Pharmacist
Silpa Sunny	Prescribing Assistant
Azra Vural	Medical Support Worker
Mandi Cottam	Medical Receptionist
Sam Dennis	Medical Receptionist
Kirsty Dixon	Medical Receptionist
Tracey Rodd	Medical Receptionist
Nimal Verho	Medical Receptionist

Current Vacancies:

Social Prescriber
Care Coordinator
Salaried GP
Respiratory Nurse
Administrator

It was noted that the reception team are very new, and inexperienced.

Covid/flu update

SG advised that this year the vaccination process will be run slightly differently, but more efficiently. Covid and flu will be given together. We will continue to provide Covid vaccinations to Inner City and Hadwen & Quedgeley patients, but joint flu and covid clinics will be for RBH patients only. Mopping up clinics from November will be jointly with other surgeries. Eligible patients will be contacted by the surgery to book their appointments. Patients receiving notification via text will have the option to select a date for their appointment via the drop-down menu. Alternatively, patients can call the surgery, or pop in to book an appointment. To note that patients are only eligible for a vaccination if it has been over 91 days since their last one, or it has been at least 4 weeks since having covid. RBH will be predominantly administering Moderna, although there will be a small amount of Pfizer available. Patients do not have to have both flu and covid, but if they choose to have them separately, it is recommended having flu first. RBH are planning on vaccinating Care home residents first.

Enhanced Access

As part of our GP contract RBH will be offering Enhanced Access from 1st October. This means that we now have to provide 60 minutes of appointments per 1000 patients per week. To achieve this, we will have appointments available, outside of our core hours at the following times:

Monday	07:30 – 08:00 (HCA appointments) & 18:30 – 20:00 (GP phone calls)
Tuesday	18:30 – 20:00 (GP phone calls)
Wednesday	07:30 – 08:00 (HCA appointments) & 18:30 – 20:00 (GP and nurse face to face/phone appointments at Rosebank surgery)
Thursday	18:30 – 20:00 (GP and nurse face to face/phone appointments at Severnvale surgery)
Friday	07:30 – 08:00 (HCA appointments) & 18:30 – 20:00 (GP phone calls)

Saturday 08:00 – 13:00 (GP, nurse, HCA physio face to face/phone appointments rotating between Kingsway Health Centre and Bartongate surgery)

Saturday
Afternoon GP appointments available via Gloucester Health Access Centre

The above appointment slots are for any appointment, routine or on the day, but unlikely to be for urgent appointments. Patients can request an evening appointment.

We are working out a timetable for our GPs to enable us to cover the additional hours. It will also affect reception staff, although some are on flexible contracts, but it should be noted that it does make recruitment challenging.

Collaborative practice

SG presented a new initiative called All Together Better which is being coordinated by Dr Yvonne Tin, our new Health Inequalities GP, which aims to support patients with non-medical needs such as developing a walk talk group, coffee and chat group. It is similar to Social Prescribing but is run by volunteers and hopes to improve the health and wellbeing of the local community. Ideally, the scheme will be up and running by Christmas. Anyone interested in becoming involved, should let us know. RBH agreed to keep the PPG updated.

4 AOB

JH asked if there was any possibility in increasing the fuel allowance. SG advised that there may be other implications, specifically regarding tax, but she would look into it.

JH advised that Golden Age for Quedgeley would likely fold as there is no one to run the group. JH offered to help, but would like to share the role, and if anyone was interested to let her know. It was suggested that she contact Teresa Fisher, Tesco's Community Champion, or to put a message on Spotted Quedgeley Face book page.

CR advised that SV post bags were broken. SG agreed to replace.

SG advised that RBH has two Facebook pages – Rosebank Health and Rosebank Health Social Prescribing. The main RBH page is used for practice updates, covid/flu updates, and other useful information. The Social prescribing page is used for more local information. Abi Griffith, our Lead Social Prescriber is the admin for the SP page. SG agreed to add a message to the main page to direct users to the SP page.

Date of the next meeting

Tuesday 15th November

18:00 – 20:00

Kingsway