

Friends of Rosebank Health Patient Participation Group Tuesday 15th November 2022

18:00 – 20:00

Rosebank Health, Kingsway Surgery, Gloucester, GL2 2FY

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Susie Graham (SG), Kelly Grinter (KG), Dr Manesha Karunaratne (MK), John Matthews (JM), Sandra Matthews (SM), Liz Mudway (LM), Perry Poole (PP), Celia Ricard (CR), Christine Rousseau (CRo)

Apologies: Jan Brookes (JB), Pam Coesedge PC)

1. Welcome

RL welcomed everyone to the meeting.

2. Chairs reports

RL advised that she had met with SG and CR on 23rd September, and it was agreed that the newsletter can be displayed on the screens in waiting areas. This will be actioned going forward. CR agreed to send the presentation to the members. RL advised that she would approach Quedgeley News and Hardwicke Matters to see if they will publish our newsletter in their monthly magazines. RL asked that if any members knew of any other local magazines that may be able to help to let her know. SG agreed to add to our facebook page.

RL advised that we are working with the ICB to finalise a patient questionnaire.

RL advised that the next PPG Networking meeting was on the 25th November, and CR agreed to send out the joining information to the PPG members. The meetings are generally held live (depending on Covid statistics) at Churchdown Community Centre at 10am. Details of this will be confirmed in due course.

3 Practice update

New starters: SG advised of the following new starters to the Practice:

Sarah Bowyer	Social Prescriber
Lisa Menzies	Senior Receptionist
Laura Brewer	Receptionist
Leah Garside	Healthcare Assistant
Wilma Byrne	Phlebotomist
Tonirose Miller	IT& Data Administrator
Paula Goodman	IT& Data Administrator

SG also advised that Claire McNaught, who joined us at the end of August as a Children and Young Persons Social Prescriber Link Worker to provide a new service to families, was working well helping and supporting children and families with a range of issues. Her input has been having a very positive impact.

Covid/flu vaccines: SG advised that covid and flu clinics were running Friday's and Saturdays for RB patients. Hadwen & Quedgley and Inner-City patients could continue to have their Covid vaccinations but will need to go elsewhere for their flu.

Covid - to date we have vaccinated 7000 eligible patients with is approx. 50% of our patients (target is 80%). Flu – to date we have vaccinated 6000 patients of a possible 21,000.

The PPG members were encouraged to spread the word to help increase the number of patients having their vaccinations.

SG advised that we have no choice in which vaccine we use. Moderna was given to us first, but we're told that there are no more stocks, so we have now been given Pfizer. Both are bivalent, but Pfizer has a longer shelf life. Covid rates are reasonably low at the moment.

Collaborative practice: we have a new initiative called Collaborative Practice with the kick off meeting held earlier today. We asked for Health Champions from our patient population and received a good response of around 16 patients. Any PPG members wanting to get involved, please let us know.

Online access: SG advised that the government initiative, announced before Covid was due to go live on the 1st November, has been paused until 30th November. Online access allows patients to have access to their medical records. Many Practices and the BMA have all expressed concerns as patients may not understand their records which could have an impact on the number of calls into Practices with queries. To note: patients will not be able to arrange appointments to discuss their medical records. We are working towards the 30th November, training staff on how to record information in patient records correctly. SG advised that everything is coded which means that some information for a variety of reasons can be redacted. And some patients with mental health issues, safeguarding concerns, learning disabilities etc will not have automatic access to their records. Access requests will be reviewed and if deemed appropriate/safe will be granted. It was noted that there are pros and cons. There is the potential for increased costs and workload, but also means that patients can be more proactive with healthcare.

Safety and security: LM advised that she witnessed a patient behaving in an aggressive manor towards a receptionist and was concerned about the safety and security procedures. KG advised that staff have training with difficult conversations, violence and aggression, etc. There is also a senior receptionist at each site who will automatically step in. Panic alarms are installed at reception (and in clinical rooms) which notifies everyone when pressed. There is CCTV at KW and BG, and cameras and partitions in all reception areas. There is also a process for removing patients if they continue to behave inappropriately. Violent patients can be removed immediately if their behaviour has resulted in the incident being reported to the police. These patients are then added to the Special Allocation Scheme to allow them to continue to access healthcare.

Post bags: CR asked if those PPG members who help with the post, could sort out the mail and seal up the bags themselves to help alleviate the pressure on Receptionists at busy times. SG advised that this needs to continue to be done by the receptionist from a confidentiality point of view.

Community Pharmacist Consultation Service (CPCS): KG advised that this service was launched in 2019 to facilitate patients to have a same day appointment with their community pharmacist for minor illness or an urgent supply of a regular medicine. Receptionists can send a referral to the community pharmacist and the patient will be contacted directly by the pharmacist. Initially, we are trialling with the Pharmacies located next to our surgeries.

Surgery Pod: SG advised that there are Surgery Pods at RB and KW. Patients can access the surgery pods to perform their own checks such as blood pressure, weight, pulse, alcohol which are then instantaneously updated into the patient records and can be immediately viewed by the doctors and nurses. Appointments are not required. Next week we will be starting with test patients and will then review.

4 AOB

**Date of the next meeting
Tuesday 17th January 2023
18:00 – 20:00
Kingsway**