

Friends of Rosebank Health Patient Participation Group Tuesday 17th January 2023

18:00 – 20:00

Rosebank Health, Kingsway Surgery, Gloucester, GL2 2FY

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Michaela Davies (MD), Dr Eaton-Charnock (KEC), John Matthews (JM), Sandra Matthews (SM), Liz Mudway (LM), Christine Rousseau (CR)

Apologies: Jan Brookes (JB), Jenny Hill (JH), Susie Graham (SG), Kelly Grinter (KG), Perry Poole (PP), Celia Ricard (CRi)

1. Welcome

RL welcomed everyone to the meeting. It is with great sadness that we learned of the death of Celia's husband. On behalf of the PPG, and Rosebank Health we send our condolences.

2. Chairs reports

RL advised that she attended a Gloucestershire PPG network meeting on the 25th November. The main item for discussion was a presentation by the ICB digital transformation team. The presentation discussed the increase in use of digital tools to support and transform clinical care over the past 9 years. Patients can interact with their practice and clinicians more easily by using applications such as the NHS app. Patients can book and cancel appointments, order prescriptions, ask their GP a question, have virtual appointments, view their record, and even be monitored at home virtually. Tools have changed the way clinicians work and have become essential to supporting patient care. Digital transformation is now seen as a critical enabler to clinical transformation.

RL advised that several surgeries raised the following concerns:

- JUYI i.e., Join Up Your Information project whereby GP surgeries, hospitals, and ambulances can access a patient's full information to enable/assist diagnosis. Ambulance is still not joined up.
- Difficulties 'going' over the border. JUYI only works within designated areas, i.e., Gloucester Health Authority. Patients in the Forest who attend an emergency appt in area covered by Welsh Health Authority. Patients admitted to Bristol Hospitals.
- How to help patients understand and use access to digital systems.
- Concerns with patients being given full access to medical records. (The BMA also has concerns).
- Confusing number of NHS apps.
- Support needed to support sensory impaired patients.

However, the success of the electronic prescription system was acknowledged. The ICB representatives remained confident that all will be well. It was noted that whilst we live in a digital world, the technology is only in some ways as good as the end user, in this case the patient.

RL advised that Hardwicke News is happy to include items from the PPG. She is still waiting to hear from Quedgeley News. Other areas in the catchment have location pages that could be considered as a means of communication. LM agreed to bring a copy of the Tuffley News to the next meeting. RL agreed to speak to SG about using our Facebook pages.

RL advised that the next network meeting is on Friday 27th January and CR will circulate details of how to join when available.

3 Practice update

Patient online access to records: MD advised that we have no further information on when or if this will go ahead. Many Gloucestershire practices have also raised concerns, and so it may well be delayed because of the number of practices who are resistant.

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

Maria Gray	Urgent Care Practitioner
Sharon Holder	Medical Receptionist
Kelly Huntley	Medical Secretary
Robyn Kear	Medical Receptionist
Julia Price	IT & Data Administrator
Shelley Steed	Administrator/Clinical Planner
Emelye Street	Practice Nurse
Kayleigh Wingate	Prescribing Assistant

Leavers:

Dr Regan	Salaried GP
Lisa Oliver	Practice Nurse
Denise Hall	Receptionist

Dr Yvonne Tin welcomed baby Freya on Wednesday 11th January

MG advised that we are interviewing next week for 3 more receptionists.

Covid update: MD advised that there was a significant outbreak of Covid in the Practice around Christmas, with 18 members of staff off at one time. This put huge pressure on the practice, which was compounded by the strep A outbreak.

Hot hub: MD advised that we set up a 'hot hub' at very short notice to see anyone between the ages of 0-18 who were showing signs of strep A, scarlet fever, or similar. It was organised in a couple of days and ran for 3 weeks. In the first week alone, we saw 400 children. A few patients had strep A, and a few were sent to hospital, but the majority were very worried parents. Our staff worked extra shifts to help cover the clinic. RL advised that she had heard very positive vibes on the grapevine, and commended RBH for all their hard work.

MD advised that it is still very busy with demand outstripping supply, and this is the same picture across Gloucestershire. The first day back after the new year bank holiday, we had received 508 telephone calls/emails by 12:30. Most contacts are for mental health concerns, as well as patients who are now visiting their GP, having not done so during Covid. We're seeing a mixture of ages, with colds, flu symptoms, cough, sore throat, chest infection etc. MD advised that we will continue to use econsult

as this seems to help reduce the number of calls. Should online access come into force, econsult is beneficial as the patient has completed the information about them themselves. As good practice, Receptionists now repeat back to the patient what they have said to ensure that it has been noted down correctly. MD advised that medical receptionists are not clinically trained.

Respiratory hub: MD shared plans for a respiratory hub, similar to the hot hub, to run out of Rosebank surgery in the afternoons and on Saturdays, from 27/3/23 to end of April, to help with patients specifically with respiratory conditions. It will be aimed at patients of any age across Gloucestershire. The hub should help to free up capacity for GPs to see other things other than respiratory. Booking will be required. Awaiting confirmation as to when/if will go ahead.

Blood pressure: MD advised that there are Surgery Pods at KW available for patients to use to measure their weight, height, BP etc. There are clear instructions, and results go to patients records and to GPs if follow up is required.

MD agreed to check how patients have been informed about the pods and add to our FB pages if necessary.

Collaborative practice: MD advised that the three initiatives moving forward are:

Chatty Café in Churchdown on Wednesday 18th January
Tidying up the planters at Severnvale Surgery on Friday 20th January
Black Bridge New Dawn Allotments on Friday 3rd February

RL advised that fitness classes were listed on our website, but there were no classes in the Kingsway/Quedgeley area. MD agreed to see if we can find anything more local.

4 **AOB**

MD agreed to establish what the follow up procedures are following a pulmonary issue.

CR agreed to add details of the AGM on the 14th March to our FB page. It was noted that the committee had shrunk and ideas on how to create more interest are needed.

Date of the next meeting - AGM

Tuesday 14th March 2023

18:00 – 20:00

Kingsway