

## Friends of Rosebank Health Patient Participation Group

Tuesday 12<sup>th</sup> December 2023

18:00 – 20:00

### Minutes

**Chair:** Rita Leach (RL)

**Present:** Christine Barnett (CB), Jan Brookes (JB), Susie Graham (SG), Liz Mudway (LM), Joy Noble (JN), Perry Poole (PP), Dr Quick (JQ), Celia Ricaud (CR), Nelly Rochester (NR), Christine Rousseau (Cro), Hajra Sidat (HS), Jackie Swankie (JS), Sue Williams (SW), Sybille Wood (SW), Bob Wood (BW)

**Apols:** Michaela Davies (MD), Jenny Brooker (JBr), Kelly Grinter (KG), Dave Walker (DW)

#### Welcome

RL warmly welcomed 4 new members to the PPG. Joy Noble, Nelly Rochester, Bob and Sybille Wood.

#### Chair's Report

The Gloucestershire NHS PPG network meeting on the 29<sup>th</sup> September was extremely busy. Topics covered were:

- Recruitment, selection and retention of staff
- The establishment of a patient portal at Gloucestershire Hospitals NHS Foundation Trust which is looking at a suitable system for patients to be able to communicate more efficiently and with better interaction with hospitals – as with GP surgeries
- Recruitment video for PPG membership in Gloucestershire. The PPG video is to encourage people to join. SG agreed to have a look at it, and if appropriate add to our Facebook page and our website
- A presentation by Healthwatch into access to GP services. Healthwatch is where patients can express concerns, discuss positive events and talk about experiences within patient services
- Friends and family test project

On the 15<sup>th</sup> September, PP and RL attended a meeting with Mel Reed, Consultant Occupational Therapist, regarding Occupational Therapy in Rosebank. This is an interesting year long project re the provision of vocational rehabilitation to adults of working age within

Rosebank. There is another meeting tomorrow. Anyone who would like to be involved in this project or has experience that would be beneficial, should let CR know.

RL attended a further Gloucestershire Network meeting on the 24<sup>th</sup> November. They did group work on the Primary Care Strategy plan. A new PC strategy plan is needed by April 2024 to set out a 5 year plan for primary care. This will include community pharmacy, optometry and dentistry as well as GP services.

A report was presented by Dr Becky Parish on the People's Panel. And finally a presentation was given on veteran friendly practices of which RBH is one.

RL and her husband visited the Chatty Café on the 27<sup>th</sup> November and could see how much the café means to its members. Keep up the good work.

### **Practice Update**

- a. **Occupational Therapist** – SG advised that practices are given Quality Improvement (QI) funding to undertake QI projects. In the past we have used the funding to recruit a Cancer Care Coordinator and a Children and Young Person's Social Prescriber. This time the funding is going to be used to recruit an Occupational Therapist (OT). The OTs role will be to work with people who have been issued with sick notes to help them to get back to work. The OT will devise a rehabilitation programme, depending on the needs of the patient to help them get better and able to work. The OT will focus on those patients who are on long term sick leave, giving them support and confidence to enable to return to the work place. This service is not available anywhere else in Gloucester. The project is a 1 year pilot. A recent audit revealed that around 15,000 sick notes were issued in the past 12 months. The service is specifically for vocational rehab, rather than mental health issues, which can be seen by the Mental Health Nurse, or back pain, which can be seen by the Physio.

Hopefully the service will be in place by February/March 2024, and if it proves to be successful will continue beyond a year. It was noted that funding opportunities for 24/25 are already being considered.

To note, our Cancer Care Co-ordinator has been in place for 2 years, supporting patients through their cancer pathway. SG advised that she had a meeting with SWAG and taking into account that we are an inner city practice with greater incidence of deprivation, obesity, comorbidities, we are now one of the top performers in the SW.

Our Children and Young Person's Social Prescriber has been with us for almost 18 months and deals with lots of mental health, school refusers, ADHD patients. All our QI projects have been very successful.

- a. **Work with veterans**

SG advised that a year ago we became an accredited veteran practice. Any patients who identify themselves as veterans when registering are coded accordingly. Although this doesn't mean that they get preferential treatment, it means that we are mindful of their needs i.e. PTSD, injuries etc. Information appears on our website:

<https://rosebankhealth.nhs.uk/armed-forces-charities-and-support-networks/>

<https://rosebankhealth.nhs.uk/wellbeing/Armed%20forces%20veterans/>

During one of our PLT (protected learning time) sessions earlier this year, a Veteran came along and talked to our staff to raise more awareness. It should be noted that not many practices are accredited, and the ICB have said our Practice is exemplary. To our knowledge we have approx. 500 pts, plus family members, although there may be more patients who are not known to us. For patients already in the system, if they volunteer the information, we will code their record accordingly. Our Lead Social Prescriber, is one of our Champions so leads on this and has done some work already to find veteran patients.

**b. Friends and family survey**

SG advised that patients are sent a text message, randomly, following an appointment, asking if they would recommend RBH. A monthly summary of responses is created which is reported back to NHSE. It is also stored on our staff intranet, accessible by all. This allows us to look at trends as well as positive and negative comments/learning opportunities. On average 80% of patients would recommend us to others. The number of responses received vary from 50 – 200.

Although it is recognised that not all patients have the capacity to use econsult, SG advised it is a much better, more accurate and safer way of triaging. 70-80% of appointments are face to face. Comments can be added to our website if you don't receive a friends and family survey. Compliments are shared with the team/staff and complaints are discussed to provide learning opportunities.

**c. New website**

SG shared the new website and advised that we are the first practice to have the new version. Streamlined so that all websites look the same. It should be much clearer and easier to navigate. All agreed it was an improvement.

**d. New starters**

Two new Salaried GPs have joined us - Dr Neiles and Dr Romero Brown. In addition, we have 2 new Medical Receptionists, 2 new Administrators and a new Care Home Coordinator.

Our current Care Home Coordinator will become our new Health & Wellbeing Care Coordinator/Dementia Lead. She will work with frail patients and those who are nearing the end of life. She'll be hoping to improve quality of life, putting measures in place to support the patients. The aim being to make the final years better and easier and help the patients reaching crisis point. She is our Dementia Champion.

**e. Rosebank Pharmacy**

We have received some external funding and along with some additional funding from the Partners will be creating a Health and Wellbeing Hub, in what was the pharmacy building at Rosebank surgery on Stroud Road. It will have a small kitchen, toilet, a

private consulting room, plus a communal space that can be used for a range of activities. It will hopefully be available from March. Anyone wanting to use it should let us know. will be coordinating the space and the diary. Likely to be free of charge to begin with.

**f. Health Champions update**

SG thanked the Health Champions and continues to be amazed and grateful for all that they have been doing for the patients. The Chatty Café has been a huge success. Talks have ranged from Fire & Rescue, Dementia Care and Age UK. The Chatty café Christmas party is on Monday. The Chatty Café runs every Monday from 10am – 12midday opposite Rosebank surgery.

**Phlebotomy**

SW asked if it would be possible to have a phlebotomist available at all sites at all times to provide a drop in service. SG advised that it is very hard to recruit Phlebotomists, but generally there are HCAs/Phlebotomists at each site and we do try to have appts available on the day.

**AOB**

Shingles vaccine – please see the attached eligibility chart.

Thank you all for your support throughout 2023.  
Wishing you a very Merry Christmas and Happy New Year.

**Date of next meeting**  
**Tuesday 12<sup>th</sup> March 2024**  
**AGM**