

Friends of Rosebank Health Patient Participation Group

Tuesday 5th September 2023

18:00 – 20:00

Minutes

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Jenny Brooker (JB), Pam Coesedge (PC), Michaela Davies (MD), Susie Graham (SG), Kelly Grinter (KG), John Matthews (JM), Sandra Matthews (SM), Charlie Morgan (CM), Liz Mudway (LM), Perry Poole (PP), Celia Ricaud (CR), Christine Rousseau (CRo), Jackie Swankie (JS), Dr Unwin (JU), Dave Walker (DW), Sue Williams (SW)

Apologies: Jan Brookes (JB)

1. Chair's Report

PP gave an overview of the Gloucestershire PPG Network meeting she attended on the 26th May 2023. The full report is attached.

SG confirmed that RBH is an Armed Forces veteran friendly accredited GP practice, and in particular Abi Griffith, and the Social Prescribing team have lots of knowledge in this area.

MD agreed to check if leaflets from the Homeless Eyecare Clinic have been delivered to Bartongate.

SG advised that the Homeless Healthcare Team is located at the George Whitfield centre in Gloucester.

RL attended an NHS network meeting for Gloucestershire with the ICB (Integrated Care Board) and advised that there is lots of information re the ICB on the internet. Some key information from the meeting included:

Cancer and health inequalities – lots of work being done to improve diagnostic techniques. Also concern re language and cultural difficulties making it difficult for patients to undertake certain tests leading to inequalities.

NHS Glos ICB values and behaviours – the ICB is relooking at its values and is moving offices from Brockworth to Shire Hall.

Dental care – the ICB is now responsible for dentistry. There are 70 NHS dentists in Gloucester, but all have closed their lists. Dentists are only funded to 50% and, for example, a unit of dentistry treatment is paid the same regardless of treatment given. The ICB is concentrating its efforts on urgent care and recruitment.

GP annual patient survey conducted by MORI – (excluding Wales) this annual survey gives an overview of patients' experiences. The ICB use the results for comparison. RL advised that surveys are randomly sent out and not all are returned, and does it, therefore, paint a true picture. SG agreed that she was sceptical about the results, and in fact, patient survey's that we have sent out recently and shared at the previous meeting were much more favourable.

Abuse and social violence – a presentation from the office of the Police Crime Commissioners Office for Glos Police. An invitation was given to anyone wishing to participate to complete an application form. The Domestic Abuse and Sexual Violence Consultation Officers role is to gain the voice of victims/survivors of domestic abuse and sexual violence along with the wider community. Th officer will work with various groups within the community including specialist services, faith groups, housing providers etc. Anyone interested should contact: dasvconsultation@gloucestershire-pcc.gov.uk.

2. Practice Update

SG advised of the following new starters:

Dr Alina Thistle (f)	part-time, based at KW
Dr Hatice Akkas (f)	part-time, based at BG and RB
Dr Duntan Oyewo (f)	part-time, based at SV
Dr David Capehorn (m)	full-time, working across all sites

Stella Cole	Clinical Planner
Vicky Lott	Urgent Care Practitioner
April Skone	Practice Nurse
Lynne Barnett	HCA
Carly Peyton	HCA
Melanie Fowler	Care Coordinator
Alice Goodall	Medical Receptionist
Camila Andrade	Medical Receptionist
Sorina Bogdan	Medical Receptionist
Amanda Lovell	Workflow & Data Administrator
Jo Webster	Medical Secretary

SG also confirmed that we have another GP starting very soon, and we interviewed a further GP earlier today. In addition, 2 GPs are on maternity leave.

Since the last meeting five members of staff have moved on.

Online access 31st October

SG confirmed that online access will be available from the 31st October, and we are currently in the process of ensuring that we're all up to date with processes. We have a training session next week for staff. It was noted that patients will only have perspective access, not retrospective. Access will be accessible via the NHS app and SystmOne online.

It was noted that online access will be switched on centrally and automatically on the 31st October, but the onus is on patients to download the NHS app and set themselves up to enable them to view their records.

SG advised that 'coded entry' on your NHS app is a number allocated to specific conditions i.e. asthma, diabetes etc enabling staff to carry out specific searches, produce reports etc.

Flu/covid clinics

SG advised that we had initially been told that we couldn't start administering covid/flu prior to 11th October, because its effectiveness only lasts for around 12 weeks. Giving it too soon will mean that protection starts to wear off in December/January, which is a potential concern with older people. However, we have received new guidance to say that clinics need to start earlier as follows:

Saturday 23rd September	Children (2-3yrs) + under 18's at risk
Saturday 30th September	Under/Over 65's
Saturday 7th October	Under/Over 65's
Monday 11th October onwards	Care homes, housebound
Saturday 14th October	Under/Over 65's
Saturday 14th October	Children + under 18's at risk
Saturday 21st October	Under/Over 65's
Saturday 28th October	Under/Over 65's

50 – 64yrs are not eligible this year unless they are at risk.

Primary school children who are not at risk, will be given the flu vaccine at school

Patients will be invited in order of age, then at risk.

The Covid vaccine is Cominarty, which is the same as the spring booster vaccine.

The Flu vaccine is based on the flu strain currently circulating

Invites will start to go out this week and patients can go online to book

Patients will be encouraged to have both vaccines together, but don't have to if they prefer not to.

Website

ICB are doing some work to streamline GP practice websites. RBH have been asked to be part of a pilot scheme which will mean that we can help to guide the style of the new website. MD and KG presented a template designed by the ICB and asked members if they had any suggestions as to what they would like to see on the front page. The overall feedback was that it should be kept simple, with opening times and contact details clearly visible.

The fact that not everyone has internet access, and still uses the phone to contact the surgery was raised. It was noted that the messaging on the phone encourages patients to use eConsult and this can be a 'scary' proposition to some people who are not comfortable with or don't have access to a computer or smart phone. Some PPG members felt that it wasn't clear on the phone that there were different options available. KG and MD agreed to look into this and revise the messaging accordingly.

PP suggested that it may be beneficial to explain to patients why eConsult isn't available 24/7.

3. NHS Diabetes Prevention Programme report

DW shared a letter that he had received from the surgery informing him that he was at risk of diabetes. He expressed concern over receiving such news in this way and would have preferred the opportunity to speak to someone and explain the background to the test as he didn't understand the specific details. He advised that he signed up for the Prevention Programme,

whereby you register on an app, which gives the impression that you have a dedicated person looking after you advising you on diet, nutrition etc, but this was not really the case. Furthermore, the app doesn't appear to be flexible in allowing you to accurately record what you're eating as there is only a limited list of food to select from.

Responses to queries are taking 2-3 days so it's not interactive and there is no more advice for 10 weeks following initial set up.

SG advised that the scheme has not been commissioned by the surgery, but she agreed to look into sourcing a contact for DW to speak to. SG also agreed to review the letter sent to patients.

DW ended by saying that overall he understood what the app is trying to do. SG thanked him for his feedback.

4. Meeting frequency

It was agreed to reduce the number of meetings per year to 4, with the caveat that extra meetings can be arranged should the need arise. All agreed the proposed dates.

What's App group

It was also agreed to set up a PPG What's App group, with the proviso that it was to be used for PPG matters only. PP agreed to be the admin, and CR will ask PPG members who want to join to send their mobile phone numbers to CR to forward to PP. It was noted that not joining the What's App group would not exclude people from receiving information as this will continue to be done in the usual way.

Health and wellbeing hub

SG advised that plans were with the ICB to convert the pharmacy at RB into a health and wellbeing hub. As yet it has not been signed off by the ICB, but it is anticipated that we should have an update by the end of October.

Severnvale Pharmacy

SG advised that Jhoots Pharmacy will be taking over Lloyds Pharmacy at Severnvale.

5. Social Prescribers/Health Champions

RL gave huge thanks to the Social Prescribing Team and the Health Champions for all their hard work with the Chatty Café, the Gardening group and Fit for life classes.

RL also thanked Abi Griffith, our Lead Social Prescriber, for an excellent Radio Gloucester interview she did a few months ago.

6. AOB

Anyone interested in tidying up the planters at SV, please let CR know. JS offered some bunting that had been made at the chatty café.

SW advised that the Chatty café, has been given access to the church, meaning more group sessions. The Age Concern session was hugely popular. Later this year, the Police and the Alzheimer's Society are doing a session.

CM advised that when the surgery calls his wife's mobile phone, it doesn't ring out, but goes straight to answerphone. PP suggested, in the first instance, he check his mobile phone settings and change his a/phone to come on after more rings.

CM advised that he attended an evening presentation on bowel cancer which was excellent. He asked if we could run one on prostate issues, possibly over two sites, one at RB, one at KW. SG agreed to look into this.

KG advised that waiting times on the phones has reduced by 4 minutes in the last month.

Thank you all for attending.

Date of next meeting
12th December 2023
Kingsway Surgery