

Friends of Rosebank Health Patient Participation Group

Tuesday 14th March 2023

18:00 – 20:00

Minutes

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Sarah Bowyer (SB), Jenny Brooker (JB), Jan Brookes (JB), Susie Graham (SG), Kelly Grinter (KG), John Matthews (JM), Sandra Matthews (SM), Charlie Morgan (CM), Liz Mudway (LM), Perry Poole (PP), Karen Rearie (KR), Christine Rousseau (CR), Jackie Swankie (JS), Dave Walker (DW), Sue Williams (SW),

1. Welcome and apologies

RL welcomed everyone to the meeting, and especially to the new members: Jenny Brooker, Jackie Swankie, Dave Walker and Sue Williams, and hoped they would find the meetings informative and helpful.

2. AGM

The AGM took place. RL was re-elected as Chair, PP as Vice-Chair and CR as secretary. It was agreed that the Treasurer and Trustee posts would remain on hold until the PPG could start fundraising.

3. Chair's Report

For the benefit of new members, RL advised that, as the Chair of the PPG, she attends network meetings with other GP surgeries in the whole of Gloucestershire. This is part of 'One Gloucestershire' transforming Care and Communities.

RL advised that from the 1st July 2022 health and care in the community became a legal entity known in our case as One Gloucestershire Integrated Care System. It combines the NHS – Social Care – Public Health and other public voluntary and community sector organisations. At the meeting on the 27th January, the following 3 projects currently being processed were introduced:

- **Ageing Well Project** - which aims to enable people to age well and to live independently at home or in their own community for longer.
- **Personal Health Records Project** – a project imposed by the Government to, at a national level, allow all patients full access to their medical records by October 2023. This requires a significant amount of work to ensure that this is done correctly, safely and the right people can see the right information. SG added that with 38,000 patients it is a huge task with huge implications of how the medical records can be accessed. It was noted that RL raised concerns, as have many other GP surgeries and the GMC. However, the Government believe it is the right thing to do.
- **Healthwatch Gloucestershire** – this is a survey on communications. Healthwatch Gloucestershire is an independent service which exists to speak up for people on health and social care.

RL extended an offer of help to RBH should they need the PPGs assistance in the surgeries.

Practice Update

SG advised that we have the following new members of staff:

Nora Dadzie	Clinical Pharmacist
Jo Coulson	Health and Wellbeing Coordinator, who's role is to proactively look after, help and support patients nearing end of life. She will ensure that everything is in place, such as personalised care plans, RESPECT forms, etc.
Sarah Jones	Respiratory nurse responsible for Asthma and COPD
Phil Griffith	Urgent Care Practitioner

SG advised that with the new Respiratory Nurse in post, Spirometry services, which all stopped during Covid, can now be restarted. The Respiratory team are Ewa Hazizi, Sarah Jones and Becci Vaughan who will run the new service in house carrying out Spirometry and FeNO to monitor and diagnose.

SG advised that an ARI (acute respiratory infection) hub has been set up at Rosebank surgery. This was set up on the back of the crisis in December when we set up a children's respiratory clinic. NHS England are funding an ARI hub at St Pauls in Cheltenham, and at Rosebank to provide additional capacity for adults and children with respiratory illnesses only. All Gloucester City practices can access the service which is open from 14:00 – 20:00 every day at Rosebank surgery and on Saturday mornings. The hub is staffed by staff from other practices, bank staff and some of our staff. The service has provided an additional 2,000 appointments since January.

SG introduced SB who joined RBH in November as a Social prescriber. SB advised that she is leading on the Collaborative Practice projects which has recruited several volunteer Health Champions to organise a range of projects that aim to help and support patients, who may be lonely or isolated. Initially, two groups have been set up:

Chatty Café – at Gloucester Community Church (formally St Luke's Church) opposite Rosebank Surgery on Stroud Road every Monday (except bank holidays) from 10:00 – 12:00. It is a warm welcoming space for young and old people, men and women. For £1.50 (or a donation) you can have cake, bottomless tea/coffee and a chat. Only 4 people came to the first session, but the following week there were 13! It doesn't have to be patients, anyone can attend. Games such as scrabble, dominoes and cards, as well as books are being introduced, and exercise sessions. Any suggestions, if they are not too expensive, are welcomed.

Gardening Group – at the New Dawn Allotments. The council have gifted 3 large, raised community beds, which are flat and fully accessible. There is also a toilet, which the council have confirmed they are making fully accessible too. Two Health Champions, husband and wife team, Jenny and Chris, who themselves have an allotment are running the project. They will also be looking after the planters at Severn Vale surgery, in memory of Dr Roberts. Currently by invitation only, so as not to overwhelm anyone. No gardening skills required, just lots of enthusiasm!

Both are advertised on our Facebook social prescribing page, and on Rosebank Health Facebook page. There are posters and leaflets displayed at all our surgeries, and PPG members are encouraged to spread the word.

A further project is being planned:

Walk Talk Group - around Gloucester Park, near Bartongate, at lunch time. It is flat, tarmacked and accessible. Date tbc.

Initially, the RB/BG area was targeted as the area with the most need, but over time, it could be rolled out to other areas in Gloucester.

It was noted that the PPG were hugely impressed, and RL expressed her thanks to the Health Champions for all their time and efforts.

Fit for life – SG advised that the surgery has been working with Fit for Life, an exercise group set up by John French, an ex-fire fighter, aimed at the over 65s, primarily for those with dementia, osteoporosis, Parkinson's etc. The exercises can be done seated or standing and aim to promote balance and strength. RBH have given some money to help with set up costs, providing exercise bands and leaflets and subsidising the first few weeks. The cost will be £4 per session and there is tea and coffee at the end. 40 people came to the first session and 50 to the second! There is now a waiting list! A 3rd session may be set up if interest continues to grow. Natalie Rogers, one of our Social Prescribers is helping with refreshments.

Tuesdays	11:30am	Quedgeley Community Centre (from 28 th March)
Thursdays	11:00am	Quedgeley Village Hall

All being advertised on our Facebook pages.

Covid spring boosters – for the over 75 or immune-suppressed, starting mid to end of April at Rosebank surgery. Clinics will be on Saturdays, and likely to roll into May and June. Appointments can be booked via text or through the surgery.

4. Accelerate programme

KG advised that an internal team along with an external facilitator are working on an Accelerate programme looking at our processes and making improvements. Demand is far outweighing capacity. We have had 1,100 extra appointment requests which equates to 8-10% increase year on year but without the equivalent capacity to meet demand. The hub at RB has been audited to establish if it has met the intended outcome, despite demand increasing and is it sustainable. Although, we're proud of what we've achieved, things could be better.

Although other platforms were considered, we've decided to keep eConsult but look at ways of making it better. Dr MacDonald carried out an audit on the safety of information between eConsult and elites. The results were that eConsult provides more specific targeted information which wouldn't be obtained from an elite. Increasing eConsults, reduces the number of phone calls, and waiting times, and improves patient safety. It was noted that not everyone can do this.

JB advised that from her experience, eConsult worked very well and she was seen and dealt with much quicker, although appreciates it is not for everyone. EConsult provides clinicians with the best information to help patients.

Smart inbox is a different navigation platform and is being considered, with the hope that this will achieve a reduction of waiting times on the phones and gather safer and more efficient information. KG advised that she spends 3-4 hours each day trying to find capacity.

KG sent out a patient experience survey – see attached.

Currently eConsult is available from 08:00 – 16:00 although we are considering extending it to 18:00. It is switched off over the weekend to ensure patient safety. We also recognise that receptionists require more training to deal with elites. It was noted that recruitment and retention are difficult currently.

It was noted that education was the key to better patient understanding, and CM suggested running an eConsult workshop to help with patient understanding and offered to help with this.

Information could be displayed on the screens in waiting rooms.

Demand is high due to several reasons i.e., patients waiting on hospital appts, mental health (some days 100% of appointments are mental health related), secondary care issues, lack of resilience.

SG advised that the new GP contract states that patients must be dealt with at their first contact and have to be seen within 2 weeks of that initial contact.

5. AOB

RL advised that she has tried to put the PPG newsletter in local magazines, but all wanted to charge, so she has decided against it. JB advised that Hardwicke Matters should do it for free.

CR asked if anyone would be interested in helping deliver the post to the surgeries to let her know.

SB asked that if anyone would like to be a Health Champion to let her know.

Date of next meeting
16th May 2023
Kingsway