

## Friends of Rosebank Health Patient Participation Group

Tuesday 3<sup>rd</sup> December 2024

### Minutes

**Chair:** Perry Poole (PP)

**Present:** Jenny Brooker (JB), Michaela Davies (MD), Rita Leach (RL), Jon Matthews (JM), Sandra Matthews (SM), Joy Noble (JN), Dr Becky Parish (BP), Christine Rousseau (CR), Jackie Swankie (JS), Dave Walker (DW), Sue Williams (SW)

**Apologies:** Christine Barnett (CB), Jan Brooks (JB), Susie Graham (SG), Kelly Grinter (KG), Dr Jonathan Layzell (JL), Charles Morgan (CM), Liz Mudway (LM), Celia Ricaud (CeR), Hajra Sidat (HS), Sybille Wood (SW), Bob Wood (BW)

#### **Chair's Report:**

On 30<sup>th</sup> October PP represented our PPG at the Annual General Meeting of Partnership Working in 2023-2024 at Ed Shed in Gloucester.

There was an overview of the Frailty Service, which covers strength and balance classes, helping people to get online, holistic assessments, Home First, and is now working at "pre-frail". PP was impressed by this presentation which aims to reduce the number of older patients accessing the health care system.

The 2<sup>nd</sup> presentation was "Integrated Respiratory Care and Support", which PP thought was really good! If you would like to watch this presentation on line and learn more about the work of Dr Graham Mennie and Megan Issacs, please follow this link: [www.youtube.com/watch?v=As8ZkdQKvdw](http://www.youtube.com/watch?v=As8ZkdQKvdw)

The final presentation was "Highlights of the Year 2023-2024 – Annual Review", delivered by Mary Hutton. It was informative and covered the impact of Covid, cost of living, industrial action within the health service (and how to prepare and recover from industrial action), the financial challenges facing all GP surgeries and the increase in the number of people turning to the NHS and core services for support.

Overall, "Partnership Working" aims to make Gloucestershire a better place for the

future by transforming what we do, early preventions and improving health and care services today.

PP also attended most of an online meeting with Gloucestershire Patient Participation Group Network on 25 October.

NHS England colleagues who attended to talk about the Federated Data Platform have shared the following links. Easy to read/accessible versions are available on the links, and acronyms are explained in full:

- [NHS England » Federated data platform – improving and connecting our health information](#) (General Overview)
- [NHS England » Data platform frequently asked questions](#) (FAQs)
- [NHS England » What the FDP means for you](#) (Narrative on what this means for patients)
- [NHS England » Case studies: benefits for patients](#) (real life case studies from organisations on the impact of the FDP)

Also, during the meeting Kevin Gannaway-Pitts, ICB Veterans Lead asked PPG members to mention **Armed Forces Coding** to their practices. There is a drive to identify veterans who are already currently registered at practices, by adding this coding to GP patient records. New patients will answer a question during new registrations.

The next meeting is on Friday 13<sup>th</sup> December at 10.00am and if you would like to join in, please let PP know and she will share the link. On the agenda is:

- Digital transformation
- Telecare
- Talking newspapers
- NHS 10 year plan
- Update on Health Watch

### **Patient Survey**

Dr Becky Parish from the ICB came along to talk about the National GP Patient Survey. The National GP Patient Survey is carried out annually by NHS England who collate the data and produce several reports. Some reports are produced at county level, some at national.

Some things to note from the survey, although RB doesn't do very well on the National survey in terms of processes, the response rate was quite low at 20%, compared with the overall response rate in Gloucester which is 40%, which could suggest it would be more effective to survey our demographic differently. The results don't give context

so as a stand alone measurement, don't give the full picture. It was noted that RB had good results to the questions about patient care and clinicians listening to patients.

BP suggested that we consider conducting our own survey to gather data directly and offered the support of the ICB to assist with this process. PP shared her experience with a face-to-face survey she had conducted, where participants were provided with a question sheet. After completing it, they received an answer sheet that included explanations and reasoning behind the questions, providing valuable insights.

SM raised concerns about patients being told that online booking was the only option, leaving those unable to book online without access. MD reassured the group that various measures are in place to prevent this but acknowledged it might be a training issue. PPG members were tasked with identifying the date, time (morning or afternoon), and specific surgery where this occurred. MD agreed to investigate further. It was also agreed that it could be beneficial to inform patients about the advantages of using the NHS app for booking appointments. This ensures that the details provided are in the patient's own words, making the information more useful and accurate for the Clinician.

BP advised that Kevin Galloway-Pitts has run mini tech surgeries at Aspen showing patients how to use the NHS app, which have been very popular.

Another potential issue could be due to language barriers. BP suggested setting up focus groups to facilitate discussions with groups of patients, such as young people, carers, community organisations, etc. It was noted that the national survey comes in different languages, and in braille.

CR agreed to circulate BPs presentation.

**Practice update:**

MD presented the practice update:

COVID / FLU – last clinic for Covid 11<sup>th</sup> December (Weds) at Rosebank Surgery, flu can still be given by PN's at each site. To date we have given 5,737 flu vaccinations and 4,503 covid.

In October, 253 patients did not attend (DNA) their appointments. The DNA status allows us to audit appointment activity. Patients receive text message reminders about their appointments, which include instructions on how to cancel if necessary. Our admin team tracks each patient's DNA record, and repeat offenders are informed that they may be removed from the practice if this continues.

Also in October we took 20,235 inbound calls and made 20,011 outbound calls.

**Staff news:**

Sadly, Dr Kandimalla is leaving us to emigrate to Canada. However, we have 4 new GP's joining us early next year. Dr James Stanley, Dr Silvana Romero Brown and Dr Lucinda Ryan have all become Partners. We have 4 new receptionists – Charlie Martin (M), Alex Darch (F), Hannah Palmer (F), Petra Smith (F).

We are actively recruiting for two Frailty Matrons who will be responsible for a caseload of people who have been identified by the GP or others as needing support to improve or maintain their quality of life.

We are one of 22 practices across the country taking part in the national GP pilot and this requires us to collate data around capacity and demand to help shape the future of primary care.

We are proud to have achieved the Platinum Green Impact for Health Award, which is given to practices making strides in improving environmental sustainability and the overall quality of their operations. Out of the 233 practices participating nationwide, we are ranked fourth!

**PPG information boards/screen time**

RL and PP have been reviewing the PPG boards across all sites to explore ways to improve their usage. PP presented a poster she would like displayed on screens and notice boards, encouraging patients to be considerate. CR agreed to take action on this and will also add a photo of PP and RL to the screen, directing patients to reception for more information about the PPG.

**Date of next meeting  
18<sup>th</sup> March 2025  
Kingsway Health Centre**