

Friends of Rosebank Health Patient Participation Group

Tuesday 18th March 2025

Minutes

Chair: Perry Poole (PP)

Present: Christine Barnett (CB), Jenny Brooker (JB), Jan Brooks (JB), Susie Graham (SG), Kelly Grinter (KG), Dr Jonathan Layzell (JL), Rita Leach (RL), Jon Matthews (JM), Sandra Matthews (SM), Liz Mudway (LM), Celia Ricaud (CeR), Christine Rousseau (CR), Jackie Swankie (JS), Kerry Ward (KW), Sue Williams (SW)

Apologies: Michaela Davies (MD), Charles Morgan (CM), Dave Walker (DW), Sybille Wood (SW), Bob Wood (BW)

Occupational Therapy

Jenny Smith from GHC joined the meeting to share information about the Vocational Rehabilitation Service at RBH – see attached presentation.

AGM:

- Elections:
 - Chair - Perry Poole
 - Vice-Chair – Rita Leach
 - Secretary – Christine Rousseau

The general consensus was that the PPG would benefit from having younger members as part of the committee. PP agreed to approach schools to try to recruit students wanting experience in medicine. PP also agreed to spend some time at BG asking pts if they want to join PPG to encourage more diversity within the PPG. It was also noted that it would be good to encourage more male committee members.

SG agreed to ask staff working at BG if they can ask their patients if they would like to join or nominate patients who we could approach.

Chair's Report:

PP attended the first part of an online meeting with Gloucestershire Patient Participation Group Network on 7th February. The first item on the agenda was "Support for Carers at Gloucestershire Royal and Cheltenham General Hospitals", a presentation from Rebecca Fell, Patient and Carer Experience Improvement Manager, Gloucestershire Hospitals NHS Foundation Trust. Rebecca started in post in July 2024 to:

- launch improvement projects to enhance patients and carers experience
- facilitate quality improvement training for staff
- support patient and carers when in need
- review and overhaul the Trust's offering for unpaid carers
- work in partnership with the Gloucestershire Carers Hub and organisations across the ICB
- raise awareness of the services offered by the Carers Hub

To keep in touch with Rebecca and to report poor experience and positive feedback, or if you have any experience of carers, please contact her via email at:

Rebecca.fell2@nhs.net

The next meeting is on Monday 7th April at 1.30pm and is online or in person at Shire Hall. PP will be attending the meeting in person, so if you would like to attend, please let PP know, she is happy to take others with her.

Practice update:

GP Pilot: Officially started 1/1/25 with another 22 PCNs nationally. Three audits have taken place to date.

- Staff pulse check - to find out how staff feel about their workload, the surgery, their team, if they are providing good service to patients
- Time and motion survey - records everything that each member of staff does in a week.
- Demand survey - records the number of patient contacts and if these are administrative, clinical, involve healthcare professionals.

The audits have produced some encouraging and good results. A further 4 audits will be carried out across the year of the pilot.

The GP Pilot provides funding which we have used to set up the Frailty Team – see attached slides.

There has also been funding to recruit new GPs.

We are considering the use of digital tools such as Rapid Health, a useful triage tool.

The PPG were advised that there are BP machines in reception at KW and RB which patients have access to. Readings are sent directly to patient's medical records and any issues will be flagged with our team who will contact anyone who's readings are high or low.

NHS England: SG advised that we have no more additional information than what has been announced to the general public about the scrapping of NHS England. The likelihood is that it will merge with the Department of Health. SG advised that the ICB have been told they need to reduce their workforce by 50% approx.

Staff news:

Several new GPs have joined us since Christmas, with another 4 joining us over the next few months:

Dr Ruth Kelly

Dr Sarah Roberts

Dr Rukhsana Munir

Dr Nazish Ahmad

Dr Anna Perks

Other new starters:

Maria Puerta Calero, Advanced Nurse Practitioner

Rosetta Lorusso, Urgent Care Practitioner

Beth Baker, Clinical Planner

Mazz Tierney, Children's Mental Health Nurse

Cath Fern, Frailty Matron

Alex Darch, June Neining, Receptionists

Shae Chilcott-Blake, Reception Supervisor

SG introduced Kerry Ward, our Patient Services Care Coordinator. KW deals with complaints and compliments that come into the Practice. She has introduced a process to respond to complaints promptly so that many do not escalate and will speak to patients within 24 hours of receiving the complaint. KW also ensures that all complaints are investigated and documented properly and is happy for patients to be directed to her if they have any issues. KW also coordinates the learning of significant events ensuring these are recorded, discussed and actions are completed with the entire team, to embed learning and prevent happening again.

Other news:

- Since changing to System Connect there has been a slight increase in calls to the Practice. However, waiting times have improved.
- Patient numbers have increased to 40,500
- New reception desks are being installed at RB.
- Stroud Road closure 2nd – 16th April, access to surgery by foot only between 9:00-3:30pm only. Some appointments have been moved to other surgeries.

CR agreed to advise DW know re the post run during this time. It may be easier to exclude RB from the post altogether, and instead our staff will deal with the post to and from RB only.

Covid clinics have been arranged on the 26th April and 10th May. Invites will go out by text in the next week or so to advertise to book in.

Date of next meeting
17th June 2025
Kingsway Health Centre