

## Friends of Rosebank Health Patient Participation Group

Tuesday 17<sup>th</sup> June 2025

### Minutes

**Chair:** Perry Poole (PP)

**Present:** Christine Barnett (CB), Susie Graham (SG), Kelly Grinter (KG), Charles Morgan (CM), Liz Mudway (LM), Christine Rousseau (CR), Celia Ricaud (CeR), Dr Lucinda Ryan (LR), Jenny Hill (JH), Jan Brooks (JB)

**Apologies:** Jenny Brooker (JB), Michaela Davies (MD), Rita Leach (RL), John Matthews (JM), Sandra Matthews (SM), Sue Williams (SW), Joy Noble (JN), Jackie Swankie (JS), Kerry Ward (KW),

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

PP started by recording our thanks to Robert and Sybille Wood who have decided to resign from the PPG and thanked them for their contributions.

PP attended, in person, a Network meeting on 7<sup>th</sup> April and the first item on the agenda was "Supervised Toothbrushing" presented by Ruth Wooley which is delivered in Early Year Settings to 3–5-year-olds across lower income areas where rates of dental decay are highest. It is nationally funded by NHS England across the Southwest and currently commissioned by NHS Gloucestershire ICB, in partnership with Gloucestershire County Council's Public Health team and has been operating in Gloucestershire since March 2024. The Southwest is a trailblazer, with the programme being rolled out nationally before September 2025. It has been identified by NICE and previously Public Health England as the most cost-effective oral health programme in 5-year-olds.

The 2<sup>nd</sup> item on the agenda was The Big Space Cancer Appeal, presented by Arlene McGlynn, who explained the reasons behind the appeal and gave ways to help raise funds.

*"Your local cancer care service is equal to the very best in the UK. However, our building is ageing, cramped and outdated"*

*"The environment in which we care makes an enormous difference."*

*“Every day, we meet patients face-to-face, often for very challenging and difficult conversations. We do this in windowless rooms that don’t have the space for family members to be there for support. The rooms are small and cramped – and open out onto a busy waiting area, with no space to sit, reflect and recover”*

The next item on the agenda provided an opportunity for attendees to ask each other questions such as:

- How are things going with your PPG?
- Is there something you’d like to share?
- What do PPG members want and need from the PPG Network?

An agenda item has been added a direct result of discussions.

The final item on the agenda was an update on future ICB changes, suggesting there may be tough times ahead.

There has been another meeting since, on 30th May, but unfortunately, PP wasn't able to attend this one. However, the meeting notes are attached.

### **Practice Update**

GP Pilot update and introduction to Rapid Health: SG advised that there are 2 PCNs in Gloucestershire, Rosebank Health and Central Cheltenham taking part in the pilot which provides funding that can be used to fill the gap between demand and capacity. See attached slides. The following was noted:

- We are still recruiting and although it may take some before we see the impact, we have begun to see a difference.
- The Frailty team have been appointed and they are up and running, being both proactive and reactive.
- There has been investment in digital tools.
- We have implemented a High Intensity user project.

SG shared information about Rapid Health, a smart triage AI tool that will be launched on the 21<sup>st</sup> July and will replace System Connect. The main aims of Rapid Health are:

- to make contact with the surgery better
- to free up time for our staff to see patients

- Receptionists can also use the template and triage in the same way, helpful for patients not able to use the system themselves
- it will only be accessible during opening hours
- it will filter out unnecessary appointments and redirect to alternative places, ie pharmacy etc.
- it limits how many times it is used, preventing multiple appointments being made
- it will improve continuity
- the information submitted transfers into medical records

**Action: SG to update at our next meeting**

### **Patient survey**

KG shared some slides from a recent patient survey – see attached.

KG advised that we have 7 new receptionists starting in the next month

KG advised that she will be developing a quarterly newsletter to be circulated via email.

PP agreed to create a page to include in the newsletter about the PPG. Suggested topics could include:

- Information about what goes on at the practice
- new staff
- events i.e. cancer events
- social prescribers' info
- good news stories
- patients' perception

**Action: anyone with good ideas how to change perception, please let us know.**

### **Post run**

PP advised that as Dave has moved, he is no longer doing the rota, and there are less people helping with the post. It was agreed that a rota would not be needed, and those who are currently doing the post run would manage it themselves.

It was noted that RBH very much appreciate all and any help the PPG are able to provide.

## **Facebook**

LM referred to Rowcroft Medical Centre and a post they had put on about DNAs and suggested that by doing the same we may help to reduce the number of DNAs. The general feeling was not to draw attention to the number of DNAs as it may lead to increases, rather than the other way round.

It was suggested that it may be helpful to have someone in the practice dedicated to do social media and include information on FB helpful to patients such as:

- how many patients booked same day appointments
- how to rearrange/cancel appointments

JB volunteered to add information to the Quedgeley and Kingsway notice boards

## **Expanding the PPG**

PP raised concerns regarding the lack of younger, diverse members of the PPG. To increase diversity, could meetings take place at BG.

## **Actions:**

PP to invite Counsellor Sajiid Patel to join the PPG

PP to contact Beth/Amina to organise an informal subgroup at BG

PP to email Bell James contact details to CR

LM to forward details of her fiancé to CR

LB to forward details of Ella Newbold to CR

CR to check if Pam is still doing the post run

It was agreed that meetings would alternate between Tuesday & Wednesday next year.

The need for a signing in/out sheet was discussed and all agreed it was not needed. It was agreed to add the gardening group and chatty café as a standing item on the agenda.

**Date of next meeting**  
**16<sup>th</sup> September 2025**  
**Kingsway Health Centre**