

Friends of Rosebank Health Patient Participation Group

Tuesday 16th September 2025

Minutes

Chair: Perry Poole (PP)

Present: Belle Broccoli (BB), Jan Brooks (JB), Susie Graham (SG), Kelly Grinter (KG), Rita Leach (RL), Christine Rousseau (CR), Celia Ricaud (CeR), Dr Silvana Romero Brown (SRB), Jackie Swankie (JS), John Matthews (JM), Sandra Matthews (SM)

Apologies: Christine Barnett (CB), Liz Mudway (LM), Brian Nelson (BN), Joy Noble (JN), Sue Williams (SW),

Actions:

- CR to follow up on JB's offer to help with newsletter.
- KG to organise some more Rapid Health sessions
- CR to circulate dates of flu/covid clinics and ask for volunteers to help with updating email addresses.
- SG to look at an 'Ask Angela' policy
- All to send suggestions for grants/support etc to JS.
- JS to share feedback from the Chatty Café participants at the next meeting.
- JB agreed to contact Tesco's for contributions for tea and coffee at the Chatty Café

Matters arising:

- PP invited Counsellor Sajiid Patel to attend a meeting. She received a nice reply to say that he would love to attend. PP followed up with dates but as yet to hear from him.
- PP contacted Beth Foster, Engagement Officer and Amina Kathrada to discuss forming an informal subgroup. Both were interested and are in discussion with Haroon. It was suggested that PP meets them at the Friendship café to discuss further. PP will advise on a date when available which anyone can join. It was noted, however, that only women can attend. JB volunteered to help. It was also noted that we are conscious not to overwhelm them with information, but if the timing worked it would be useful to take flu information to share with the group.

- PP contacted Belle Broccoli (James) who attended today's meeting and was welcomed by the group.
- LM invited her fiancé, Brian, who has joined the group, but unfortunately neither were able to attend tonight's meeting and sent apologies.
- JB advised that her friend was still interested but isn't able to commit for the next few months due to prior commitments.
- CR advised that Pam is no longer able to help with the post due to ill health.

Chair's Report:

PP advised that Charles Morgan has resigned from the PPG and thanked him for his contribution to the PPG.

PP advised that there is an online PPG Network meeting this Friday, which she will be attending. PP will continue to circulate details of meetings, and to let her know if you don't want to receive them.

PP advised that along with several members of the PPG, she had supported the Practice helping in demonstrating how to use Rapid Health. JS advised that she had done the same at the Chatty café. RBH expressed their gratitude for everyone's help. KG agreed to organise some further sessions.

It was noted that, in general, the PPG liked Rapid Health, finding it easy to use. They especially liked the 'ask a question' feature.

Practice Update

KG presented a Rapid Health update which received positive feedback from the PPG. It was noted that one of the issues with using Rapid Health is incorrect/missing email addresses. It was suggested that the PPG come along to the next covid/flu clinics and update details while patients are waiting. CR to circulate dates and ask for volunteers.

Covid, flu and RSV clinics

Flu: over 65s, at risk groups, care homes, carers, immuno suppressed, healthcare workers

Covid: over 75s, immuno suppressed, care homes

RSV: 75-79 yrs old

Cannot be administered before 1st October. Only exceptions are children who are 2/3 yrs old, pregnant women or children at school.

Clinics:

4th October 8:00 - 4:00pm
5th October 8:00 - 4:00pm
11th October 8:00 - 4:00pm
25th October 8:00 - 1:00pm
1st November 8:00 - 1:00pm

Volunteers

PP

PP

Change to GP contract

SG advised that there is a change to the GP contract, effective from 1st October. The key changes are:

- All practices will be contractually required to maintain all three patient access routes — telephone, walk-in, and online consultation — throughout core hours (08:00 to 18:30). In addition, practices must offer same-day triage and outcome disposal for patients.
- Practices are also required to display clearly information about what to expect from the surgery.
- Practices cannot tell patients to call back the next day, even if there are no appointments.

Post

Currently the postal rota is as follows:

Alternate Mondays – CeR/CB

Alternate Wednesdays – JH

Alternate Thursdays - PP

If unable to do the post run to text the WhatsApp group, or email CR. However, it was noted that RBH is extremely grateful for any contribution. It was agreed that if there are any issues, we will let PP know.

Dr Silvana Romero Brown

SRB introduced herself, as new to many of the PPG. SRB is the Children's Safeguarding Lead, Education Lead, GP trainer, has an interest in skin and women's health. She also has an external role as an Associate Dean one day per week.

Chatty café

JS advised that the Chatty Café is doing very well, with several new faces this week. They run an exercise chair class session every fortnight which is free but asks for donations only. Funding from RBH is ending with the aim that the Chatty cafe becomes self-sufficient. Fees have increased to help, and they are applying for grants. The church, where the chatty café is held charges £50 per week for use of the room.

It was agreed to send suggestions for grants/support etc to JS.
JS agreed to share feedback from the participants at the next meeting.
JB agreed to contact Tesco's for contributions to tea and coffee.

JS advised that the gardening group is going well.

PP advised that the retirement card and collection for Dr Unwin is with CR at KW if anyone would like to sign and/or contribute. The party is 12:30 – 3:30pm on Wednesday 8th October at Kingsway.

PP suggested we display some 'Ask Angela' posters to help with patients who may be experiencing coercive family members. SG advised that staff are trained on GDASS but could look at a policy.

JM asked that everyone speaks a bit louder as he struggles to hear what everyone is saying.

**Date of next meeting
9th December 2025
Kingsway Health Centre**