

Friends of Rosebank Health Patient Participation Group

Tuesday 9th December 2025

Minutes

Chair: Perry Poole (PP)

Present: Jan Brooks (JB), Michaela Davies (MD), Susie Graham (SG), Jenny Hill (JH), Liz Mudway (LM), Brian Nelson (BN), Sue Williams (SW), Dr Manesha Karunaratne (MK), Christine Rousseau (CR), Jackie Swankie (JS)

Apologies: Christine Barnett (CB), Pam Coesedge (PC), Kelly Grinter (KG), Rita Leach (RL), Celia Ricaud (CeR), Joy Noble (JN), Carolyn Hodgson (CH), John Matthews (JM), Sandra Matthews (SM)

Matters arising:

- Follow up on JB's offer to help with newsletter – CR noted appreciation for JB's offer to support the newsletter. Due to winter pressures, planning will resume around March, and JB will be contacted then.
- Organise some more Rapid Health sessions – CR confirmed that additional Rapid Health support sessions will be arranged in the New Year when staffing pressures ease.
- Circulate dates of flu/covid clinics and ask for volunteers to help with updating email addresses - dates were circulated for the flu/Covid clinics, and PP and JB assisted.

Email collection:

446 email addresses were gathered.

Feedback:

- JB reported operational issues during the session she supported and has shared feedback with KG.
- PP noted the following session improved significantly.

Future volunteer communication:

Several PPG members had assumed they were needed all day. SG clarified this is not the case and future requests will specify timing more clearly. Coordination via the WhatsApp group will be considered.

Alternative approach:

BN suggested providing an email address to patients and asking them to email this directly, which he has found, from experience, effective. SG added that a text request for updated contact details is planned for the New Year.

- Look at an 'Ask Angela' policy – CR confirmed that the practice has investigated the initiative and will roll out training for reception staff in the New Year.
- Send suggestions for grants/support etc to JS – JS updated the group:
Negotiations for reduced rent at the Church have been unsuccessful to date; alternative venues such as the Community Hub may be considered.

Applications have been submitted - a large grant from the City Council (decision expected before Christmas), a smaller grant application is also in progress, lottery funding is a possible next step.

JS will notify SG by end of January if no outcome is received, due to RB's wish to retain the Chatty Café.

- Contact Tesco's for contributions for the Chatty Café – JS confirmed that RL delivered a hamper to the Chatty Café. The Chatty Café also received the Community Spirit Award recognising its positive impact. JS will share photos from the awards ceremony and Christmas party on 15th December.

Chair's Report:

On 8th October PP, and several other members of the PPG, attended Dr Unwin's retirement party and, due to their generous donations, they were able to present him with a card and gift box of seven fine wines.

On 10th November PP attended an online PPG Network meeting. The three presentations shared at the meeting have now all been added to the Gloucestershire PPG Network webpage. <https://getinvolved.glos.nhs.uk/ppg-network>

Here are the links:

- **NHS Gloucestershire 5-year Strategy**, introduced by Sarah Truelove, Chief Executive (transitioning) NHS Gloucestershire Integrated Care Board: [Gloucestershire 5 year strategy](#)
- **GP Premises development and delivery plan** introduced by Andrew Hughes, Associate Director of Major Projects, NHS Gloucestershire Integrated Care Board: [NHS Gloucestershire Primary Care Premises](#)
- **Medicines Optimisation programme** introduced by Adele Jones, Chief Pharmacist for Primary Care & Associate Director, NHS Gloucestershire Integrated Care Board: [Medicines Optimisation](#)

Yesterday PP met with members of the Muslim community from Bartongate and she is looking forward to sharing lots of positive news later in this meeting.

Practice Update (SG)

- **Flu & Covid vaccinations:**
The main vaccination programme is complete, though flu vaccines remain available until the end of March. With current flu virulence, members were encouraged to remind eligible individuals to obtain flu, Covid, and RSV vaccinations.
- **Kings Fund report:**
SG shared an embargoed report from the Kings Fund on vaccine delivery in Gloucestershire, highlighting high uptake. The report will be shared once released.
- **Rapid Health:**
Working well overall; however, appointment capacity may need adjusting if flu cases rise. Sessions planned for early in the New Year will support greater patient understanding. JS noted many Chatty Café attendees find it easier when RH is added to their phone's favourites.
- **Pharmacy update:**
Jhoots Pharmacy (next to SV) has closed. If Jhoots enters administration, there is hope another provider may take over the premises. The closure has increased pressure on other neighbouring pharmacies.
- **Contract changes:**
Minimal impact on practice operations as the team was already aligned with most requirements.
- **Retirement:**
SG passed on Dr Unwin's heartfelt thanks for his retirement gifts and for those who attended his celebration.
- **GP Pilot findings (Slides Shared):**
Key highlights included:
 - RB had the top score for strong teamwork.
 - Total appointments increased from 4,698 (Sept 2024) to 6,543 (Sept 2025).
 - September requests included 5,521 medical and 2,376 admin, with 30% automated.

- 62% of appointments were provided within 48 hours.
 - Continuity of care has improved since April 2025.
 - The Frailty Team has reduced ambulance, 111 and A&E activity.
 - Early success noted in the Personalised Health & Wellbeing Programme.
 - Next QI project (from January): Improving continuity of care via red/amber/green risk stratification embedded into workflows.
 - The HOPE app is being introduced to support long-term condition management.
- **Vocational Rehabilitation project:**
Showing positive results but lacks QI funding to continue. Jenny Smith is seeking alternative funding sources.
 - **DWP Clinics:**
QI funding has been redirected to support DWP-led clinics at RB, focused on helping unemployed patients return to work, working closely with OT colleagues.
 - **Chatty Café:**
PP thanked members for providing gifts for the Christmas party.

Report from Muslim Community Meeting

PP and JB met community members at the Friendship Café on 9th December.

Key issues raised

- **Female Pharmacist preference:**
Many Muslim women prefer to see a female pharmacist.
 - RB has three female pharmacists, and patients can request them.
 - SG will explore adding a note to patient records where appropriate.
 - Pharmacist names and gender are listed on the website.
- **Pharmacy–Practice communication:**
 - The following email address can be used for direct contact with the Practice: admin.rosebankhealth@nhs.net
 - Pharmacists are encouraged to use Juyi 2 to request GP summaries.
 - Clinical contraindications should be raised with the practice pharmacy team.
- **Dialects/translation:**
 - Word360 works well but is not perfect. Feedback from patients is welcomed.
 - PP will raise this at the next Gloucestershire PPG meeting.
- **Diet and self-management:**
A dietician present encouraged a stronger focus on diet-based self-healing rather than medication. MK supported the principle but noted practical behavioural barriers.

Subcommittee

SG confirmed the subcommittee can continue.

PP proposed a January meeting in the BG staff room.

Promotion

MD will check whether BG has a PPG promotional poster displayed.

Any Other Business

- No post-run will be needed on 24th December.

Actions:

- Contact JB in March regarding newsletter support CR
- Schedule new Rapid Health support sessions CR
- Share photos from Christmas Chatty Café party JS
- Explore adding preference for female pharmacist to patient notes SG
- Provide direct email contact for community pharmacist CR
- Raise Word360 concerns at Glos PPG meeting PP

Date of next meeting
24th March 2026 (AGM)
Kingsway Health Centre