

**Friends of Rosebank Health Patient Participation Group**  
**Tuesday 24<sup>th</sup> March 2026**  
**Minutes**

**Chair:** Perry Poole (PP)

**Present:** Christine Barnett (CB), Belle Broccoli (BB), Chris Brookes (CBr), Jan Brooks (JB), Michaela Davies (MD), Susie Graham (SG), Jenny Hill (JH), John Matthews (JM), Sandra Matthews (SM), Liz Mudway (LM), Brian Nelson (BN), Celia Ricaud (CeR), Christine Rousseau (CR)

**Apologies:** Kelly Grinter (KG), Carolyn Hodgson (CH), Rita Leach (RL), Jackie Swankie (JS)

**Actions:**

Contact JB regarding newsletter support	CR
Schedule new Rapid Health support sessions	CR
Raise Word360 concerns at Glos PPG meeting	PP
Nominate Chatty Café for BBC Make a Difference Award	ALL

**Matters arising**

- CR to contact JB in March regarding newsletter support - SG advised that the first part of this year has been very busy, and March in particular. However, we will be in touch soon.
- CR to schedule new Rapid Health support sessions - JB advised that there has been lots of media coverage on similar AI tools. CR will follow up in April
- JS to share photos from Christmas Chatty Café party – JS shared some lovely photos on WhatsApp, Facebook and the RBH website.
- SG to explore adding preference for female Pharmacist to patient notes – SG advised that we have 3 female Pharmacists and as such this is not an issue. Patients can highlight their preferences on their notes.
- CR to provide direct email contact for community Pharmacist – PP advised that she forwarded the contact details to the Bartongate community and advised that they were very grateful.
- PP to raise Word360 concerns at Glos PPG meeting – PP advised that she was unable to raise this at the recent meeting as there was no capacity within the agenda, but she will raise it at the next meeting in May.

**Welcome**

PP welcomed two new members to the PPG, Carolyn Hodgson, who was unable to attend the meeting as she is on holiday in Australia, and Chris Brookes.

PP also advised that RL was stepping down as Vice-Chair. RL has been involved with the PPG for many years, becoming Chair in September 2016. PP thanked RL for her incredible support with the PPG over the years but was pleased she was continuing as a general member.

PP advised that Sue Williams has resigned from the PPG as her husband is unwell. Sue wanted to pass on her thanks to Rosebank, and in particular Jenny, the Frailty Matron for her incredible support. On behalf of the PPG, PP thanked Sue for her commitment to the PPG and wished both her and her husband all the very best.

PP also announced that Liz and Brian are getting married in 2 weeks. The PPG congratulated the happy couple and wished them a wonderful day, and all the very best for the future. Photos of their special day were requested!

## **AGM**

- Elections
  - Chair – Perry Poole
  - Vice-Chair – vacant
  - Secretary – Christine Rousseau

## **Chair's Report**

On 15<sup>th</sup> January PP attended an online PPG Network meeting. The presentations shared at the meeting have now been added to the Gloucestershire PPG Network webpage as follows:

- Training, recruiting and retaining staff in GP services; and alternatives to the 'partnership model' for GP services mentioned in the NHS 10 Year Plan introduced by Dr Laura Halden, Clinical Chair, Gloucestershire Primary Care Training Hub: [Gloucestershire Primary Care Training Hub PPG](#)
- Action in Gloucestershire on waiting lists, introduced by Dr Christian Hamilton, Associate Director of Commissioning for Elective Care, NHS Gloucestershire: [Elective Waiting Lists Jan 2026 PPG](#)
- Update on ICB Changes, introduced by Caroline Smith, Senior Manager in Engagement & Inclusion, NHS Gloucestershire: [PPG Organisational update Jan 2026](#)

Members also shared their experiences of making links with particular communities in their area, to understand their experiences of using their surgery; about waiting lists for young people in need of mental health support; activities to support people to download and use the NHS App; and about the use of "artificial intelligence" (AI) in GP surgeries.

Digital issues continue to be a feature of discussions. Gloucestershire Rural Community Council has a Digital Triage Service, a first point of contact for all things digital in Gloucestershire. <https://www.grcc.org.uk/index.php/daisi-digital-triage-service>. Their Digital Triage Officer Emma is on hand to help the public and professionals alike find:

- Local digital support centres and training programmes
- Free and accessible Wi-Fi locations
- Support for accessing affordable devices and connectivity
- Information on digital safety and best practices
- Guidance on social tariffs and other cost-saving initiatives

The service is available Monday to Friday, 9 am to 4.30 pm, offering personalised advice and a wealth of local knowledge. Emma can be contacted on 07454 066116 or by email: [digital@grcc.org.uk](mailto:digital@grcc.org.uk).

PP was unable to attend the meeting last week as she was on holiday. The notes are as follows: Follow-up actions from the meeting:

- 'Attached is a copy of the presentation about local government reorganisation in Gloucestershire introduced by Matt and Siobhan. The link to take part in the government's consultation is here:

<https://www.gov.uk/government/consultations/local-government-reorganisation-in-gloucestershire>.

This consultation closes at 11:59pm on 26 March.

- Sarah introduced a discussion about mental health services for children and young people in the county. She mentioned a number of organisations:
- On Your Mind Glos provides a mental health support finder for children and young people as well as parents and carers, to help find the most appropriate support options in Gloucestershire. <https://www.onyourmindglos.nhs.uk/>
- Young Minds Matter is an NHS mental health support service for children and young people up to 18 years of age in schools across Gloucestershire. The service is currently working in 152 schools across the county, and will be in all educational settings by 2030 <https://www.ghc.nhs.uk/our-teams-and-services/children-and-young-people/camhs/young-minds-matter/>
- The Lumi Nova app is for 7-12 year olds experiencing mild to moderate anxiety. It is free to use for families in Gloucestershire <https://luminova.app/gloucestershire>
- Let's Talk Well offers free counselling and support for children and young people aged 9-25 and their families in Gloucestershire <https://www.letstalkwell.org.uk/>
- Young Gloucestershire offers support for young people who are facing challenges in their lives <https://www.youngglos.org.uk/>

Harry from Healthwatch Gloucestershire reminded us that they are listening to young people aged 11–18 about their experiences of mental health support, physical activity, vaping, and the impact of social media on their wellbeing. Please share their online survey [Welcome to our Survey : Exploring Lifestyle Behaviours and Mental Health in Young People \(11–18\) in Gloucestershire](#) which on 1st April.

Malcolm was keen to have examples of newsletters that other PPGs produced and asked if your PPG has a newsletter, to send in your latest edition.

Jennifer shared a link to a series of lectures on 'Artificial Intelligence' by Jessica Morley. Jennifer says "Jessica is currently at the Yale Digital Ethics Center, but before her PhD she worked for the NHS. She is also involved in the UK's Health Data Research Service and the local Secure Data Environments. I really enjoy her lectures; she makes AI very accessible".

[https://www.youtube.com/watch?v=03bJ8BcYs1c&list=PLplfHer5rYiq\\_xXNtRKEKFcYmuWb\\_grM&index=6](https://www.youtube.com/watch?v=03bJ8BcYs1c&list=PLplfHer5rYiq_xXNtRKEKFcYmuWb_grM&index=6)

We had a discussion about inclusive practice, and I promised to share a link to the Gloucestershire Partnership Boards webpage – it is here: <https://getinvolved.glos.nhs.uk/gloucestershire-partnership-boards>. There are six Partnership Boards: Autism and Neurodivergence Partnership Board, Carers Partnership Board, Learning Disability Partnership Board, Mental Health and Wellbeing Partnership Board, Physical Disability and Sensory Impairment Partnership Board, and a Collaborative Partnership Board.

I also promised to share a link to the report on the engagement on Getting ready for the future NOW! This shares the feedback that we gathered from people in Gloucestershire both through our survey and in person <https://getinvolved.glos.nhs.uk/45834/widgets/144048/documents/100902>

Finally, I promised to share links to the details of the appointments of Chief Officers and Non-Executive Directors for the NHS Gloucestershire and NHS Bristol, North Somerset and South Gloucestershire ICBs cluster: [Update on NHS Changes – Chief Officer appointments : NHS Gloucestershire ICB](#) [Update on NHS Changes – appointment of joint Non-Executive Directors : NHS Gloucestershire ICB'](#)

PP advised that if anyone did not want to receive the updates that she circulates on email to let her know.

### **BG Muslim Ladies Group**

PP advised that a meeting with the Bartongate Muslim Ladies group was scheduled for today but was cancelled at the last minute. The meeting, however, will hopefully take place on the 14<sup>th</sup> April at Bartongate Surgery. MD advised that she will be at BG that day and is on hand to offer any support required.

JB raised concern that the carer of one of the group may not be a patient, and as such confidentiality is key.

PP advised that the group are all female patients and will be known as the PPG subgroup. Feedback from the members is that they are very impressed with the clarity and speed of responses from RBH. Ultimately, the aim is to have a representative from the subgroup to the main meeting. It was noted that Hajira is a member of both groups.

### **Practice Update**

SG updated the PPG on the following:

HIU project – a project set up to find and review high-intensity patients aged between 18 and 65 which aims to reduce the number of contacts with the surgery. Currently approx. 50 patients in the cohort. The project is working well. It was noted that the Frailty team looks after 65+ age group.

GP Pilot data – success stories include:

- call wait times reduced from 18 minutes to 2 minutes.
- secretarial team tasks backlog of over 850 now up to date and referrals dealt with on the same day
- admin team backlog of summarising has reduced and is now manageable.

CQC - last visit was 2018. Practices should be inspected every 5 years. RBH preparing for an imminent visit. SG advised that they ask to speak to a PPG member and could be asked anything. Anyone asked should be honest and open about their experience of the Practice.

PP recognised that everyone in the practice works under pressure and asked what steps are taken to recognise and minimise the effects that stress has on the mental health of all employees – SG advised that the Practice has several wellbeing events throughout the year such as 'pizza Tuesdays', Cheltenham Gold Cup sweepstake and snacks, Easter Eggs, Padel Tournament, summer party etc. Staff also have an annual appraisal, which includes a wellbeing assessment. There is also a staff intranet with a wellbeing page that has links to counselling services and the Wellbeing Line.

### **Chatty Café**

JB updated the group on behalf of JS and advised the following:

- The bank account has now been set up and is fully operational. The first month's rent in January was covered by the group.
- The group applied for and received a grant, which must be allocated across specific categories such as rent, speakers, and administrative costs.
- All funds previously held by Rosebank Surgery have now been transferred and deposited into the group's account.
- Their monthly activity timetable is now more structured, including regular sessions such as IT with Flora, crafts, chair-based exercise with Tami, and guest speakers.
- Last month, Age UK delivered a session which was advertised by Rosebank. The event was well attended, with approximately 70 participants. Refreshments were provided, including tea, coffee, biscuits, and a donated cake.

### **BBC Nominations**

JB advised the group that she has nominated the Chatty Café for the BBC 'Make a Difference Award'. She encouraged all members to do the same. The deadline is Tuesday 31<sup>st</sup> March. To nominate, click [Chatty Cafe Nomination](#), choose 'The Community Group Award' and follow the instructions. You will need to include JS's contact details which are:

Email: [jackieswankie@yahoo.co.uk](mailto:jackieswankie@yahoo.co.uk)

Mobile: 07533 837602

### **Post run**

PP thanked everyone who supports the Post and warmly welcomed two new members, Carolyn and Chris. She also expressed her sincere thanks to CeR for her many years of help and support, as CeR has now decided to step down from the Post run. SG added her appreciation, thanking all members of the PPG for their continued efforts and contribution.

**Date of next meeting**  
**Kingsway Health Centre**  
**Wednesday 17<sup>th</sup> June 2026**