

Friends of Rosebank Health Patient Participation Group
Tuesday 21st July 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), Liz Nelson (LN), Brian Nelson (BN), Celia Ricaud (CeR), Christine Rousseau (CR), Carolyn Hodgson (CH), Rita Leach (RL), Jackie Swankie (JS)

Apologies: Joy Noble (JN), Kelly Grinter (KG)

Actions:

Send newsletter to JB	CR
Share ideas for patient engagement	LM, BN
Draft patient survey	PP
Circulate dates for Rapid Health training	CR
Establish process for 'no shows' to Chatty Café	SG
Arrange DBS checks for Chatty Café volunteers	CR
Create a car sign for post run volunteers	CR
Follow up on delayed prescriptions	SG

PPG Newsletter & Patient Engagement Summary

- Newsletter: CR and JB will work together on developing the newsletter and CR to share the newsletter draft with Jan for input.
- Add a link to the Practice website at the bottom of the newsletter.
- The newsletter should become a joint Practice and PPG publication, including:
 - A welcome/introduction to the PPG.
 - Information explaining what the PPG is and how patients can get involved.
 - Practice news alongside PPG updates.
 - Patient survey results and key statistics.
- Increase the newsletter's visibility through the Practice website, Facebook, waiting room screens, and by making copies available in each surgery.
- Consider publishing the newsletter quarterly or every six months.

Raising the Profile of the PPG

- Explore opportunities for PPG members to speak with patients in waiting rooms to raise awareness and gather feedback.
- Add an agenda item for the next meeting for Liz and Brian to discuss ideas for engaging patients directly.
- Consider attending the Chatty Café to speak with patients, as text reminders about speakers often attract a good attendance, including younger patients.

Patient Survey

- Develop a patient questionnaire from a patient perspective, using simple, tailored questions (potentially multiple choice).
- Consider distributing questionnaires in waiting rooms with PPG members available to talk to patients and encourage participation.
- PP to draft the survey and bring it to the next PPG meeting for discussion.

Rapid Health

- Agreed to arrange Rapid Health refresher sessions for PPG members before they begin supporting patients.
- CR and SG will deliver one-hour daytime drop-in sessions over the next few weeks (not on a Monday).
- Rapid Health would benefit from a positive relaunch.
- Action: CR to circulate dates for the training sessions.

Word360

- PP raised concerns at the Gloucestershire PPG meeting as agreed (see Chair's report).

Chatty Café Award

- Thanks were given to everyone who nominated the Chatty Café for the BBC Make a Difference Awards. Unfortunately, the nomination was unsuccessful.

Welcome

PP welcomed Carolyn Hodgson to the meeting.

Chair's Report

PP thanked RL, on behalf of the PPG, as she has volunteered to become Vice Chair again.

On 21st April PP held an informal meeting with the Bartongate Ladies Group, which raised several questions, all answered either by her or the surgery. The intention is to have another meeting in the Autumn.

The Patient Participation Group Network met on Monday 18 May, in person at the Pavilion in Cheltenham and online. Discussions included:

- Understanding people's experiences of the digital 'front door' at GP practices, introduced by Kevin Gannaway-Pitts, Senior Programme Manager for Digital Primary Care at NHS Gloucestershire Integrated Care Board. A link to their presentation is here: [GP Digital Front Door](#)
- Community Pharmacy as an alternative for patients, introduced by Sian Williams, Gloucestershire Integrated Care System Clinical Lead, Community Pharmacy Integration. A link to their presentation is here: [Community Pharmacy in Gloucestershire](#)
- Translation and interpretation for patients at GP practices, introduced by Caroline Smith, Senior Manager, Engagement & Inclusion at NHS Gloucestershire Integrated Care Board. A link to their presentation is here: [Translation and interpretation services](#)

Members also shared thoughts and ideas about the things they valued about the PPG Network, in particular the opportunities it offered people to have a collective voice, to share good practice and learn from each other, and to learn more about health service provision.

Practice Update

GP Patient survey 2026

- 165 responses received.
- Results show improved patient experience when contacting the Practice.
- CR to circulate the survey slides with the meeting minutes.

Continuity of Care

- The Practice is beginning a new project to improve continuity of care, recognising that patients in a large practice can find it difficult to see the same GP consistently.
- Further updates will be shared at future meetings.

Frailty Team

- The Frailty Team provides more proactive care for older patients, particularly those aged over 80, through regular monitoring and support.
- Dr Ryan is leading the Frailty GP service.

Surgery Intellect (AI Consultation Tool)

- Members received an update on Surgery Intellect, which records consultations, produces an AI-generated clinical summary which is then saved into the patient's record.
- Audio recordings are deleted after 24 hours once the GP has checked and approved the consultation summary.
- Members shared mostly positive feedback, highlighting improved consultation quality, more detailed records and allowing clinicians to spend more time engaging with patients.
- It was noted that the AI does not diagnose patients and GPs remain responsible for reviewing all information before it is saved to the medical record.
- Information to be included in the newsletter.

GP Improvement Pilot

- The Practice has improved to joint 4th place in the pilot programme for on the day demand.
- Work is now focusing on reducing unnecessary NHS 111 calls.
- Positive outcomes from initiatives including improved patient access, the Frailty Service and the High Intensity User (HIU) service were shared, with appointment use by HIU patients significantly reduced.

Occupational Therapy & DWP Clinics

- Vocational rehabilitation is helping patients return to work where appropriate.
- Weekly DWP clinics at Rosebank provide support with benefits, employment advice and fit notes for patients who have been off work for extended periods.
- A second weekly clinic is being explored to improve follow-up support.
- Community work preparation sessions are also available for different age groups.

Chatty Café

- Discussion took place around rebranding the Chatty Café following the opening of another local group using the same name.
- Members agreed to explore a new name and relaunch the group in September, supported by updated posters and Facebook promotion.
- The Practice will assist with publicity.
- Current programme includes IT support, chair-based exercise, crafts and guest speakers.
- A community grant application had to be withdrawn after another organisation submitted a similar proposal.

- It was suggested that volunteers contact regular attendees who have stopped attending (with patient consent) to check on their wellbeing.
- Action: SG to discuss this process with Victoria.
- Action: CR to arrange DBS checks for volunteers.

Post run

Volunteers for the post run are Jenny & Carolyn (every other Wednesday) and Chris (Fridays).

Action: CR to create a sign on headed paper to place in cars whilst in the surgery collecting the post.

AOB

Action: SG to follow up on prescriptions which are currently taking 10 days.

Apologies from Chris and Carolyn for next meeting

Date of next meeting
Kingsway Health Centre
Tuesday 15th September 2026
Time of meeting tbc