

PPG
Tuesday 15th September 2026
Minutes

Chair:	Perry Poole, PPG Chair	
Present:	Christine Barnett (CB), Susie Graham (SG), John Matthews (JM), Sandra Matthews (SM), Liz Nelson (LN), Brian Nelson (BN), Celia Ricaud (CeR), Christine Rousseau (CR), Rita Leach (RL), Jackie Swankie (JS)	
Apologies:	Jan Brooks (JB), Michaela Davies (MD), Jenny Hill (JH), Carolyn Hodgson (CH)	
Actions:	Share draft of newsletter	CR/JB
	Share draft of patient engagement document	BN
	Draft a patient questionnaire	SG
	Send the existing survey/questionnaire work to SG/CR	PP
	Create/follow up on a car sign for volunteers.	CR
	Circulate Chatty Café Christmas party dates when available	JS

Matters arising:

- Send newsletter to JB – JB has sent suggestions to CR. They are aiming to be able to present at the next meeting.
- Share ideas for patient engagement – BN, SG and CR met on Monday. BN presented the first draft at that meeting, which was very detailed. BN will now simplify, add visuals, titles, etc and will present the document at the next meeting in December. SG advised that Raegan Macdonald will support the PPG with social media activity. BN suggested including a tag line with the title ***Rosebank Health PPG: your surgery, your voice.***
- Draft patient survey - PP presented some suggestions regarding a patient survey advising that it was important to clarify the purpose of the survey i.e. to gather patient views, provide information/education, or both. The draft survey is attached for information.

The following was agreed:

- SG to create a questionnaire of no more than 10 questions for patients to complete in the waiting room, with answers/explanations provided to make it educational as well as informative.
- Survey vs quiz: There was discussion about whether this should be a survey or a quiz. Rather than doing both, the suggestion was to test each approach by testing the survey at one site and the questionnaire at another.
- Run each for a limited period and compare the results/engagement.
- Consider including questions similar to the National GP Patient Survey so the PPG can see whether local responses differ from national data.
- PPG volunteers attend different surgeries on different days.
- Patients are given the questionnaire to complete and return.
- Volunteers can then chat with patients about their responses.
- Include a comments box for additional feedback.
- Need enough PPG volunteers to make the exercise successful. Volunteers can choose when to attend and how long to stay and can wear PPG volunteer badges.
- Have a clear sign on the desk saying something like: "A member of the PPG is here today to ask you some questions."
- PP agreed to manage the volunteer diary.
- PP agreed to send the existing work/questionnaire to SG/CR for review.
- Circulate dates for Rapid Health training – CR advised that the summer period has been incredibly busy and as such there was limited time for training. Furthermore, the uptake on Rapid Health usage has increased so the need for training may not be required currently. It was, however, agreed that if a refresh becomes necessary RBH would reach out to the PPG to organise some training sessions.

- Establish process for 'no shows' to Chatty Café – SG advised that due to data protection, RBH cannot share information, but if there are any patients JS is concerned about, to liaise with SG, CR or Victoria Short (SP).
- Arrange DBS checks for Chatty Café volunteers – complete
- Create a car sign for post run volunteers – CR to follow up.
- Follow up on delayed prescriptions - SG advised that prescriptions generally take 5 working days to process, although would recommend allowing 7-10 days. Any delays may be due to staff sickness/holidays.

Chair's Report: PP presented the following report - Gloucestershire's Patient Participation Group Network met on 24 July, online. But sadly, PP wasn't able to join in. However, discussions included:

Gloucestershire Maternity and Neonatal Voices Partnership introduced by Stefanie Scott, Strategic Lead, Gloucestershire Maternity and Neonatal Voices Partnership. A link to their presentation is here: [MNVP presentation](#). You can find out more about the Partnership here: [Gloucestershire Maternity and Neonatal Voices Partnership](#).

National GP Patient Survey - introduced by Rachel Williams, Research Director for the GP Patient Survey and Anna Quigley, Director of Health and Social Care, both from IPSOS, the market research organisation that runs the survey. A link to their presentation is here: [GPPS presentation](#). You can find the GP Patient Survey results for your practice here: [GP Patient Survey](#)

Gloucestershire Breathe Easy Respiratory support group introduced by Pauline Masters, Patient Voice with Lived Experience. A link to their presentation is here: [Gloucestershire Breathe Easy Group](#). Members also discussed levels of "did not attend" appointments at their GP practices, and initiatives to reduce them; and experiences of medication reviews at GP surgeries.

Practice Update

Staffing: There has been a huge amount of sickness over the summer period including 4 GPs on long term sick leave. We have recruited a GP, 3 receptionists, a Healthcare Assistant, a Trainee Foundation Pharmacist. Three more receptionists starting next month as well as a Phlebotomist, Trainee Practice Supervisor, Safeguarding Care Coordinator.

Flu & Covid Clinics: 3rd, 4th, 10th, 17th, 24th October and 14th November. Invites are being sent out gradually. If eligible, patients can also have covid and RSV at the same time.

NHS health check: SG advised that we have started to invite patients for an NHS health check. The check is for people who are aged 40 to 74 to access the risk of getting certain health problems, such as heart disease, diabetes, kidney disease or stroke, but do not currently have any other regular checks such as LTC reviews.

Walking group: The social prescribing team have set up a walk and talk group that starts at the Quays on the 1st Tuesday of the month and from the Barn Owl on the 3rd Tuesday. PP attended along with 4 patients and Victoria Short (SP) and said it was very positive, with tea, coffee, and cakes at the end.

Transgender clinic: SG advised that the first transgender clinic takes place on Saturday. So far there has been a 50% uptake.

Continuity of Care project: SG shared information about the Continuity of Care pilot project the Practice has just launched. The project aims to identify patients, between 18 and 64 who would benefit from seeing the same GP. Patients will be coded red, and the Practice will contact them to explain the purpose of the project. It was noted that Continuity of Care doesn't mean that patients can demand to have appointments whenever they want, and they will be given clear guidelines of what they can and can't do. Patients don't necessarily remain on the list; it would depend on their needs. Patients over the age of 65 that require specific care will be referred to the Frailty team.

Chatty Café: JS advised that everything was going well with the Chatty Café. The group have decided to keep the name as it is. Speakers/sessions coming up are chair exercise, monthly crafts, confessions of the town crier. Previous sessions have been with the lifeboat people and family centre. JS will let everyone know the date of their Christmas party so that anyone who would like to donate gifts can do so.

Time and dates of future meetings: All agreed that the next meeting will be on Wednesday 9th December at 3:00pm at Kingsway Health Centre.