

Friends of Rosebank Health Patient Participation Group

Tuesday 15th March 2022

18:00 – 20:00

Rosebank Health, Kingsway Surgery, Gloucester, GL2 2FY

Chair: Rita Leach (RL)

Attendees: Christine Barnett (CB), Gill Brook, Aspen (GB), Susie Graham (SG), Abi Griffith (AG), Dr Vishnu Kandimalla (VK), John Matthews (JM), Sandra Matthews, (SM), Charles Morgan (CM), Sandra Nicholson, Aspen (SN), Perry Poole (PP), Gill Yeates (GY), Christine Rousseau (CR)

Apologies: Jan Brookes (JB), Michaela Davies (MD), Kelly Grinter (KG), Jenny Hill (JH), Liz Mudway (LM), Wayne Nolan (WN)

1. Welcome and apologies

2. Aspen Walk Talk Walk Group presentation

Gill and Sandra presented the details of their Walk Talk Walk Group. Abi Griffith, our Lead Social Prescriber attended the meeting and advised that she worked with several bereaved men from RBH who she felt would benefit from walking and as such she is keen to set up a similar group. AG is happy to facilitate the group, with support from the PPG. CR will contact JB to ask if she's happy to share her contact details with AG. Gill and Sandra, from Aspen agreed to share information about their group - forms, leaflets, resources etc. and will send to JB and CR.

3. AGM.

The AGM took place. RL was re-elected as Chair. PP was elected as Vice Chair. CR was elected as Secretary. It was agreed that the Treasurer and Trustee posts would be on hold under the PPG could start fundraising.

4. Chair's report:

RL advised that she would very much like to put up a plaque of recognition and agreed to discuss with SG where it would be most appropriate for this to be displayed. RL thanked once again all surgeries and staff for all their hard work during these difficult times. RL thanked CR for all her help and support to the PPG with the administration.

RL advised that she attended the PPG Network meeting and discussion took place regarding PPG agenda and preparation and annual planning. Also discussed was the One Gloucestershire Integrated Care System: working better together for you and your family (replacing the CCG). More information is available from <http://getinvolved.glos.nhs.uk/ics-gloucestershire>. RL advised that more volunteers are required if anyone is interested.

5. Practice update:

New staff: SG advised that we have recruited several new staff over the past few months. Dr Ajose is a new GP and along with Dr McElhinney and Dr Ajayi who have already joined us we now have 3 new GPs all working 6 sessions per week. All are newly qualified, so do require mentoring and support, but they are settling in well. We have a Health Inequalities GP, Dr Lake, starting in May. On Friday we are interviewing for another GP which if successful, will mean that we are effectively at full capacity. Jenny Taplin joins our Nurse Practitioner team as a Paramedic. Gill Yeates joins the Social Prescribing Team as a Social Prescriber with experience in Mental Health. Our Pharmacy team has grown with the addition of two new Pharmacy Technicians and a pre-registration pharmacy trainee all led by Sagal Hassan, our new Lead Pharmacist. We have several new receptionists working across all sites. Starting next month is a new Physicians Associate, who's role is to support to GPs, helping with workload. Whilst not dealing with complex needs, she will manage learning disability reviews, the obesity register, and carry out physical health checks.

Staff sickness: staff sickness levels are still very high with more cases than ever of Covid. This is having a huge impact on the Practice. Queues have been longer as there is still a huge demand in patient requests. The new phone system does help, particularly with the queue buster element meaning that patients don't have to wait on the phone, but the surgery will call them back. Patients do like this feature, so it is a better experience for them. However, this doesn't help with demand. It should be noted that this is across the board with all Practices. As example, last week we took over 5 days 804 econsults, 1,400 elites (which are phone calls requesting a GP appointment), 1,100 blood test/follow up appointment requests. This equated to approx. 3,500 GP/ANP appointment requests in total. On average we are receiving approx. 3,000 appointment requests each week. Approx 60% of those requests are mental health issues – teenagers, eating disorders, self-harming, suicidal teenagers, all of which require follow up and is largely due to a knock-on effect from secondary care. Receptionists often spend over 10 minutes on a call, so it's hard to meet the demand. However, the Hub is helping, and we've received a lot less complaints and a lot more compliments. But the crux of the issue is there is not enough capacity to meet the demand.

SG advised that, along with Dr Layzell, they were meeting with the ICS on Thursday to present a Cancer Project we've been working on and show them the Hub and how we've changed our model, the first in the area to do this. The ICS are very positive and keen to hear about this. We also have a visit the following week from Somerset ICS who are interested in our new ways of working.

SG advised that approx. 80% of our appointments are face to face appointments. The Care Coordinators in the hub ensure that the patient is seen by the right person and if necessary, they will be offered a face to face appointment. However, if it isn't necessary the patient the GP/ANP will call instead. We are still registering new patients, approx. 100 per week on average and we now have 37,000 patients, making us the biggest practice in the county.

Asylum seekers: there are currently 64 asylum seekers at the Orchard Hotel, mainly men, but there are also 2 women and 1 child. They have all had a thorough health check and most are reasonably fit. Some have needed follow up treatments and a few will need ongoing care. A scabies outbreak has been the only real issue, but this has only affected a couple of people. There are a further 150 Asylum Seekers staying at the IBIS hotel, but this is not within our area, so they are being managed by 2 other practices.

Covid vaccinations: we are continuing to do walk in and booked clinics for any one still requiring a vaccination. From the 2nd April, we are starting to offer 4th doses to the over 75s and first and second doses to all children aged 5-11. Everyone eligible will receive a text message, as before. Not all Practices have opted to do this, so we will be vaccinating patients from other surgeries as well as our own. The uptake for the over 75s is expected to be around 80%, whereas the children around 20%.

6. AOB

CM praised RBH on his overall experience with the communication he has received on the phone, and he believed the Hub was working very well. However, his wife called the surgery today and as she was 37 in queue, she asked for a call back. Although she kept her phone with her, her phone didn't ring, and instead she received a text message saying that the surgery had tried to contact her. VK advised that if a patient doesn't answer first, he calls back two further times, once straight away and again later, and if the patient is a baby/small child he will try 3-4 times. If still no answer he leaves a message and sends a text. Furthermore, if a patient is clinically worrying VK will do home visit. Receptionists will leave a message and add a note to the patients record to this effect. Patient's notes are always documented. GPs always send a text message to say can't get through. SG agreed to investigate this specific issue and advise.

SG advised that the POL (prescription ordering line) is closing at the end of March. There are many alternative ways of ordering a prescription. The NHS app is the easiest way to order, or via the RBH website, or patients can come into the Practice. If anyone doesn't have a mobile phone or the internet, patients should go to a pharmacy and they will do this for them.

Date of the next meeting

Tuesday 17th May

18:00 – 20:00

Kingsway