

Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 9th October 2018

Present: Rita Leach (RL) (Chair), John Matthews (JM), Sandra Matthews (SM), Belle James (BJ), Jan Brookes (JB), Paul Arnold (PA), Olga Allison (OS), Pam Coesedge (PC), Christine Barnett (CB), Dr A Riley (AR), Susie Graham (SG), Jon Tremeer (JT), Kelly Grinter (KG), Sue Hawkins (SH)

In attendance: Celia Ricaud (CR)

Apologies: Elizabeth Mudway (EM), Wendy Hubbard (WH), Rumbi Dhewa (RD), Sue Davies (SD), Nasreen Patel (NP), K Rearie (KR), W Parry (WP)

1. Welcome

RL welcomed SG to the meeting. SG is the new Practice Manager who is taking over the role from Wyndham Parry who is now Practice Director taking on a more strategic role looking at new opportunities for the Practice. AR advised that the Partners were delighted that SG has joined the Practice and looking forward to working with her.

2. Minutes of the Meeting

The Minutes of the meeting held on 10th July 2018 were approved.

3. Matters Arising

3.1 Health Talk Evening

There were around 40 people in attendance at the educational talk held on Prostate Cancer. A representative from the Prostate Cancer Society gave a presentation and provided literature. Dr Unwin also talked to the group. BJ felt that JU's discussion was very reassuring.

It was agreed that it was a very informative evening and that a further evening should be held for those who had shown interest but there were no available spaces. Discussion to take place on the format, date and venue for a further evening.

Other topics which were suggested were bowel cancer, breast cancer.

4. Chair's Report

RL presented the Chair's report.

RL advised that two new members had been appointed, Valentinas Zubovas and Sue Davies, but were not in attendance this evening.

RL advised that she had attended two meetings since the last PPG meeting. The Gloucestershire Patient Participation Group Network meeting was held on 14th September 2018 where the National Patient Survey 2018 was discussed. These surveys are sent out randomly by MORI. For Rosebank Health 334 surveys were sent out and 124 returned equating to 37%. RL questioned the viability of the report with the number of completed surveys compared to the size of the Practice.

Areas of improvement for Rosebank were identified. The biggest disappointment was the phones where only 45% found it easy to get through on the phone. A lot of work has been carried out by the Practice during the last year and recent surgery surveys have shown 61% of patients surveyed feel the system has improved and 55% feel that the time it takes to answer the phone is acceptable. Since the work was carried out our abandoned calls have fallen from 30% to 10.35%. In August 2018 10,000 calls were answered – average wait time 2.10 minutes. Clearly the Practice wants to improve on this and there are plans in place which should help with this improving our patient perception.

The surveys are sent out early in the new year and to encourage completion, the PPG will be covering this in the Winter Newsletter and with a display in the surgeries.

Also at the Network Group meeting, presentations were given by organisations within the county who work to support various needs.

RL also attended a meeting of the Gloucester City Locality Group (City GP Practices) on 18th September 2018 with JB. We received updates regarding City Practices and a presentation of the Sustainability and Transformation Partnerships (STP) which is now called Integrated Care System (ICT) – the plan for future healthcare.

We also received a presentation from the Lifelink Telecare Alarm Services whereby following discharge from hospital/intermediate care units, all Gloucestershire residents can be assisted with an alarm system free of charge at home for 6 weeks.

As Chair, I would like to end my report by congratulating the Practice and all staff on achieving a ‘Good’ status following the recent Care Quality Commission (CQC) inspection (Practices are thoroughly audited by the CQC, the independent regulator of all health and social care services in England). Well done everyone.

5. Practice Update

SG gave an update from the Practice. Wyndham sent his apologies as he had to attend another meeting.

- **CQC inspection** – we had a really fantastic turnaround from last year with a lot of effort and engagement. We are aware NOT to sit on our laurels and we must maintain our “good” standard. We must continue to engage with patients and to continue to improve our patient feedback/survey results.
- **Kingsway** - some delays with the development due to installation of services, gas, electric, water and telecoms. A lot of decorating and floor covering now completed, reception desk being installed next week. Some fixtures and fittings being delivered this week and will be installed next week. The following dates are still to be confirmed however hand over from Carters estimated week ending 9th November with furniture and IT installation over following week. Open doors possibly week commencing 26th November and an official opening 15th December. Kingsway will have its own identity.

JB suggested that the PPG could assist by having a ‘test run’ to check if everything is operating correctly. This was considered to be a good suggestion and would be investigated.

- **Communications** - we will be promoting the new Kingsway facility to local residents over the coming weeks, including press release etc.
- **Recruitment** - we are advertising for GPs, offering as flexible as possible contracts to encourage those with family and other interests. Additional reception hours are in process as well as Nursing and pharmacy hour increases. We will also be looking at efficiencies in our processes and the way in which we work across 3 sites.

- **Dr Ratna** - is moving to another Practice in Cheltenham which is closer to her children's schooling and more convenient.
- Thank you for supporting the flu clinics; this makes a big difference with support to staff.

6. Telephone System and phoning to make an appointment

BJ asked if the telephone lines were now open all day. KG advised that they are currently closed between 12.30pm and 2.00pm but it is proposed that when Kingsway is open there will be cover throughout the day, which will hopefully reduce the waiting time of calls.

BJ also stated that she has been aware of some patients who have been unsure which surgery they should be attending for their appointment. KG stated that receptionists should advise the patient which surgery to attend. BJ stated that receptionists offer a remarkable service but they need to clarify which surgery a patient is to attend.

7. Observation of Flu Clinics

JB stated that there were some good comments from patients on how well the clinics had been run. It was suggested that patients should be advised of the NHS Choices website where they can leave their comments.

Members asked about the difference in the flu vaccines and why not all patients over 65 had been called for their jab. JT advised that there is only one supplier and there is a shortage of the over 65 vaccine and delivery of this was being staggered, and all letters have now been sent. It was suggested that we may wish to put an announcement on the website in future about the flu clinics.

8. Health Checks

JB queried the health checks carried out at the Practice as there had been some confusion over a recent health check she had been invited to. KG to ensure that receptionists are clear about which health check a patient should be booked into.

9. On-line Patient Health Information Service.

JB advised that she attended an annual review at GRH where there was an interesting presentation given on the patient health information service. The service is available on the internet <https://www.gloshospitals.nhs.uk/your-visit/patient-information-leaflets/> which signposts to information.

10. Newsletter

The latest Newsletter was circulated to members. RL thanked Trefor Hughes, who has taken over the production of the Newsletter, for all his work.

Discussion took place on prescriptions and how these are generated and processed. It was noted that there it is more efficient to use Electronic Prescribing Service (EPS) where the patient nominates a Pharmacy for their prescription to go to, or Prescription Ordering Line (POL). It was agreed that it would be very helpful to have a Newsletter dedicated to prescriptions to enable patients to be aware of the options available which would assist the Practice to be more efficient.

11. Any Other Business

11.1 DNAs

JT reported that DNAs have reduced to 6% from 9%. Receptionists phone patients the day prior to their appointment for chronic disease clinics to check that they are attending. JT advised that the text reminder system also has the facility for the patient to cancel an appointment.

11.2 Webinars for PPG's

RL commented on the email which had been circulated by SH regarding Webinars for PPG's and asked where this can be accessed. BJ advised that she had accessed it from home and has arranged a date to take part in the Webinar. The link to this is:

<https://www.events.england.nhs.uk/gp-online-services-webinar-for-patient-participation-group-ppg-members>

12. Next Meeting

Tuesday January 15th 2019 at Kingsway Health Centre

Wednesday April 10th 2019 at Stroud Road Surgery