

Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 10th April 2018

Present: Rita Leach (RL) (Chair), Elizabeth Mudway (EM), Wendy Hubbard (WH), Belle James (BJ), Nasreen Patel (NP), Glenn Duff (GD), John Dyde, (JD), Christine Barnett (CB), Jan Brookes (JB), Sue Cleaver (SC), A Oliveira (OA), Sandra Matthews (SM), John Matthews (JM), Paul Arnold (PA), Dr Unwin (JU), Wyndham Parry (WP), Karen Rearie (KR), Jon Tremeer (JT) Sue Hawkins (SH)

Apologies: Olga Allison (OA), Pam Coesedge (PC)

1. Welcome

RL welcomed members. Christine Barnett, Jan Brookes and Sue Cleaver were welcomed as new members.

2. Minutes of the Meeting

The Minutes of the meeting held on 9th January 2018 were approved.

3. Matters Arising

3.1 Health Talk Evening

RL suggested a talk on women's health followed by one for men's health to encourage patients to have check-ups. After discussion it was agreed that, in view of the recent campaign regarding prostate cancer, the first session should be on men's health, particularly age 50+. It was suggested that the evening should be open to patients and their partners to enable all to be informed.

JU/KR to discuss and arrange an educational evening.

4. Chair's Report

RL advised that she attended the Gloucester City Locality Reference Group meeting on 23rd January and RL and NP attended on 27th February 2018. Due to an admin error, only 3 surgeries were represented in January, hence the second meeting.

At the January meeting Rosebank were recognised for the work that had been done with the surgery – asthma evening, PPG to be working with the surgery on using Pharmacies, establishment of PPG email address, Kingsway on schedule and strong PPG member numbers.

Also at the January meeting, Robin Agascar gave an informative talk on the 'new' Healthwatch body for Gloucestershire as part of 'Evolving Communities'. It has been a challenging time for Healthwatch and much of the organisation and its role its role is being re-established. Healthwatch is there to listen to issues in the County, good and bad.

Volunteers are needed. Contact info@healthwatchgloucestershire.co.uk or telephone 0800 652 5193. Their website is www.healthwatchgloucestershire.co.uk

At both meetings the recent Frailty Day was reviewed and deemed a success. Thank you to JM and SM for attending on our behalf. RL fed back the need to make people aware of what is available. It is hoped to hold a second day.

Hucclecote PPG is holding a Frailty Event at Hucclecote Community Centre on 26th April from 12.30pm – 3.30pm – everyone welcome.

Bartongate Surgery's frailty care system was discussed at the Locality meeting.

At the February meeting, Gloucester City representatives spoke on community builders and preventative health projects taking place in the City. The aim of these is to connect residents with shared interests giving them social contact.

Zaherra (Locality Manager) gave updates on Practice mergers, building works, GP consultations online, urgent treatment centres (Gloucester and Cheltenham)/acute assessment centres e.g. Tewkesbury Hospital for cataract operations, evening and weekend appointments.

On 23rd February RL attended the Gloucestershire Patient Participation Group (PPG) Network meeting for the whole County. The Gloucestershire Clinical Commissioning Group (GCCG) gave presentations on what is happening in the County both now and in the future. Copies of the presentations are available on the CCG website. There is obviously a lot of work being carried out to maintain and improve our services whilst saving monies.

5. PPG Awareness Week

BJ referred to the N.A.P.P. bulletin which is circulated to members. There is a PPG Awareness Week 4th – 9th June 2018 and it is suggested that PPG's arrange something to promote PPGs. BJ stated that in the Resource Pack attached to the email from N.A.P.P., it gives some suggestions.

After discussion, it was suggested that during the PPG Awareness Week, there should be displays on the notice boards in the surgery waiting rooms, members meet patients in the waiting rooms and also assist patients in using the check in touch screens.

RL asked members to email her on ppg.rosebankhealth@nhs.net with the dates/times they would be willing to assist in order to arrange a rota.

6. Email Addresses

BJ advised that she had attended a County meeting with RL and had given her email address. BJ has received communication following the meeting but her email address has been further circulated and she is now receiving a lot of unwanted emails.

JT suggested that members should create an email address specifically for PPG purposes for giving to external contacts. It was noted that communication from the PPG Secretary does not disclose email addresses of other members.

7. Practice Update

WP advised that the new surgery in Kingsway is currently on schedule for a handover in the second week of October 2018. There will then be a period of fit-out and it is hoped for an opening October/early November. WP advised that there is a considerably large cost to the furnishing/equipment for each of the rooms and is currently looking at the best possible deal.

Following the vote by members of staff and the PPG to name the new surgery, WP advised that the name would be Kingsway Health Centre.

Members asked when the Practice would be recruiting for the new surgery. It was noted that we are continually advertising for clinical staff but Gloucestershire generally is struggling to get GPs. WP advised that the Practice is participating in an initiative for newly qualified doctors who will spend 6 months in

various surgeries to see how they operate. There is also an initiative to encourage doctors from abroad to come into the NHS.

JU advised that, due to the lack of GPs, the Practice is expanding the Nurse team. Since KR joined the Practice as Nurse Manager, she has revolutionised the way Nurses work in the Practice and has built up a highly qualified Nurse team, reducing the need for a GP appointment. KR advised that interviews are taking place next week for an Advanced Nurse Practitioner and a Practice Nurse.

8. Newsletter

RL advised that she and GD have been working on the Newsletter and GD has produced it so that it could be available to members before the PPG meeting. JD complimented on the layout and content of the Newsletter.

9. Any Other Business

9.1 WH, who is a retired Physiotherapist, advised that she is carrying out health education sessions for U3A (University of the Third Age) on:

- Are you looking after your bones?
- Are you looking after your spine?
- Are you looking after your lungs?

9.2 OA was unable to attend the meeting but asked to pass on the following comments:

- Found the new check-in system much improved.
- 'The Diabetic Nurse is excellent'.

9.3 WP confirmed that hand sanitising units had been installed next to the patient check in screens. This was as a result of a request made to PPG by a patient.

10. Next Meeting

10th July 2018 at 7.00pm at Rosebank Stroud Road Surgery.

Future meetings

9th October 2018 at Severnvale Surgery