

Friends of Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 14th January 2020

Present: Rita Leach (RL) (Chair), Celia Ricaud (CR), Liz Mudway (LM), John Matthews (JM), Sandra Matthews (SM), John Dyde (JD), Christine Barnett (CB), Wendy Hubbard (WH), Wayne Nolan (WN), Karen Rearie (KR), Susie Graham (SG) Michaela Davies (MD), Kelly Grinter (KG), Ian Preston (IP), Abi Griffith (AG), Sue Hawkins (SH)

1. Welcome

RL welcomed members to the Meeting. RL welcomed Wayne Nolan as a new member to the Group.

2. Apologies

Trefor Hughes, Nasreen Patel, Jan Brookes, Olga Allison, Sue Davies and Sally Ashton

3. Healthwatch Gloucestershire

Suzie Compton and George Soars from Healthwatch Gloucestershire advised the Group on the work undertaken by Healthwatch Gloucestershire. Healthwatch is a commissioned service by Gloucestershire County Council and the contract is held by Evolving Communities. Healthwatch is impartial and is the people's voice for Health and Social Care gathering feedback, anonymously, from service users on their experience of the services. Healthwatch also offers a signposting service to access other services.

There are 4 members of the team for the whole of Gloucestershire and rely on volunteers. 45 volunteers carried out 300 hours work in the period October to December 2019. They help out in the office, help at events where they take feedback and promote the work of Healthwatch. An example of some of the Boards they sit on:-

The Health & Wellbeing Board
Mental Health Partnership Board
Patient Engagement Strategy Board
Carers Partnership Board
End of Life Care
Gloucestershire Suicide Prevention Partnership

After seeing a rise in complaints from people about the lack of support and integration between mental health and drug and alcohol services in the County, Healthwatch has undertaken a project on mental health and substance misuse services – spoke to many people, homeless, women's refuge, carers groups. Worked with Change Grow Live who support people who have substance misuse or alcohol issues.

GP Amalgamated Services – Healthwatch received complaints about a surgery that had IT and telephone issues and patients getting upset about being unable to get through to the surgery. Healthwatch worked with the surgery and these issues are being resolved.

A project has been completed on Special Care Dental Health Services – this focussed on improving the oral health of people who have a health condition or have circumstances which prevents them from using a high street dentist. The NHS is working in partnership with local Healthwatch to capture the views of those using the services or who are eligible to do so. Awaiting publication of the report.

Other project being carried out are:

- Young Peoples transition from Young Peoples Services to Adult Services.
- Social Care and Social isolation which is about loneliness in care homes.

It was noted that the breast screening van is not accessible in the Stroud area. They advised that they are happy to provide this but need help on recommendations of where they can provide this facility.

Public Event – on 25th March 2020 a public event is scheduled where they talk about the work being carried out and what will be focussed on. There will be a few speakers and a Market Place where voluntary organisations and key contacts can promote their work. The venue and more details will be advised as soon as these are available.

4. Social Prescribing

SG advised on the Social Prescribing service which has gone live this week. Ian Preston (IP), Abi Griffith (AG) and Mel Curtis (MC) are Social Prescribers employed by Rosebank/Hadwen/Quedgeley Medical Centre Network. IP and AG attended the meeting to advise on the service.

IP/AG advised that the Social Prescribers is to help reduced health inequalities by working with patients in non-clinical roles to enable them to improve their health and wellbeing, have better social connections, more control over their lives and better management of long term conditions. The patient is linked with the relevant service which could be helping with debt or benefits related issues, education, employment, volunteering, making healthier lifestyle choices, reducing social isolation or loneliness.

Social Prescribers are engaging with the community to see what services are available to access.

There is an Information Bus that aims to facilitate partnership working, offering information and activities which support self-care, health and wellbeing and self-management across the communities of Gloucestershire.

Recognising the value of partnership working, NHS Gloucestershire Clinical Commissioning Group supports the shared use of the bus to support active community involvement across Gloucestershire.

IP advised that around 15% of appointments do not require medical intervention and these patients can be referred by the GP to the Social Prescribers who meet with them to look at what services are available and appropriate for them to access in the community. We can support patients who suffer from lack of confidence and go with them to the first meeting.

The team has identified four areas that the Network are keen to address. These are for people who:

- Have long term conditions
- Are socially isolated
- Are frequent attenders to surgery
- Are frail

It is anticipated that people referred that fit within these areas will remain as internal referrals and be seen by the Network Social Prescribing Team.

IP advised that there is a Self-Care Management 5 week course being run at Kingsway Health Centre

5. Minutes of the Meeting held on 8th October 2019

The Minutes of the meeting of 8th October 2020 were approved.

6. Matters Arising

6.1 Health Talk Evening – MD advised that the Health Talk on testicular cancer on 22 October was very successful. There were around 20 attended, male and female, which was very encouraging.

MD is in the process of arranging a similar evening in February for a talk on bowel cancer.

6.2 Ukulele Evening 9th November 2019 – RL advised that it was a great social evening and raised £155. RL thanked SH for all her help.

7. Chair's Report

7.1 Fundraising

Following on from the Ukulele evening. We need to be looking at more fundraising events - If any members has any fundraising ideas, please advise.

- **Carol Singing** - Jan Brookes (JB) was unable to attend this evening's meeting but asked that we mention Carol Singing. JB had met with the landlords of both Rose Tree Farm and The Barn Owl who both showed interest in offering us an evening date to sing and shake a box to fundraise for the Blood Pressure machine. As she was unsure of the availability of Practice staff and volunteers, JB contacted Angie's Community Choir choirmaster. They agreed to join us if they were available. Due to the installation of the new clinical computer system and the close proximity to Christmas, JB decided not to proceed. JB suggested that if members consider this to be a good fundraising idea, it is on the agenda for a future meeting. Members agreed.
- **Tesco Bags of Help** – RL advised that she has had discussions with Tesco and she is applying to the Tesco Bags for Help Scheme to raise money for the Blood Pressure Machine.
- **Kingsway Big Lunch** – it was agreed that the Group would apply to take part in the Kingsway Big Lunch and hope that the weather is an improvement on last year!

7.2 National Association for Patient Participation (NAPP) – Bulletins from NAPP are circulated to members. RL stated that she would recommend PPG members to access www.napp.org.uk/ebulletins.html for information on the role of PPGs.

PPG Awareness Week is 1st to 6th June – activities for this event will be discussed at the next meeting.

8. Practice Update

8.1 Flu Clinics

SG thanked members for their help at flu clinics which certainly helps improve the day.

We changed the way we ran the clinics with patients not having a set appointment but turning up for the session and waiting their turn. There were lots of queues but most of the feedback was good. We will review how we work before the next flu season.

There were problems with different types of vaccines being used and delays in them being released by suppliers and we had to cancel clinics.

We gave 3000 vaccinations. We communicated with patients in various ways but the uptake was generally down on previous years.

8.2 Staff Recruitment

Members of staff who have already commenced are:

Lisa and Matt (Paramedics) undertaking a home visiting service across the Network

Michaela (Assistant Practice Manager)

Laura (IT and Data Supervisor)

Jodie (Deputy Senior Receptionist)

Ian, Abi and Mell (Social Prescribers) for the Network

3 Receptionists who have recently been trained

3 Receptionists have just been recruited and will be joining us soon.

SG reported that a new Salaried GP, (Dr Tucker) is due to commence on 10th February 2020 working three days a week.

KR reported that 2 Advanced Nurse Practitioners (ANPs) have resigned to progress their careers, and will be leaving at the end of March.

8.3 New Computer System

There have been a few teething problems but is now working well. Emails have been sent to all patients registered for online services on the old system with information on how to re-register.

8.4 Website

The new website has been launched making it easier for patients to contact the surgery. There is a new tool within the Wellbeing and Health Directory Room, which allows patients to search for all local services and groups.

8.5 Urgent Care/On the Day Appointments

KR advised that the demand is very high and we need to look at how we manage on the day contacts. We have over 200 on the day triage contacts with patients, plus routine appointments. KG advised that on Monday there were over 800 phone calls coming into the surgery.

KR advised that discussions have started on how we can manage the Urgent Care service and asked members their views on the proposal that it is planned to trial.

KR advised that it is suggested that we discontinue the triage line and offer a 'sit and wait' service. Patients would be given a two hour slot to come to the surgery to ensure it is more manageable. PPG Members were in agreement with the proposal.

KR also reported on the behaviour of some patients to members of staff. They are rude and inconsiderate when staff are trying to help. This behaviour will not be tolerated.

9. Feedback on PPG Network Meeting

LM reported on the meeting held on 22nd November 2019.

LM advised there is 15 Step Challenge at GP Practices to tackle mental health stigma which is being piloted. Surgeries are working with PPG members to ensure we are mental health friendly, e.g reception desk at right height for all disabilities, having a quiet area for those with emotional distress or on autistic spectrum, a children's notice board, leaflets accessible, top tips to get the best from your appointment.

Age UK – Rob Fountain gave a talk on having a later life plan. Advised of workshops and Life Book available from Age UK. The Life Book is a free booklet where you write important and useful information about your life, from who insures your car to where you put the TV licence.

There was also a talk about technology from Kevin Gannaway-Pitts, a PPG member from Aspen Centre.

Leaflets were handed out about Personalised Care: a shift in relationship between health and care professionals and people.

10. Prescription 'Voucher' System

JB had asked for clarification on the 'voucher' system. SG advised that this is a national initiative (EPS4) where a prescription is generated it is sent electronically. If a prescription is required immediately as opposed going to a nominated pharmacy, the 'voucher' is printed off and is scanned by the Pharmacy and they take off the prescription.

11. Newsletter

It was agreed to retain the Newsletter. This goes on the notice boards, website and in the waiting rooms.

12. Date of Next Meeting – 7.00pm. Kingsway Health Centre

7th April 2020 – also AGM

23rd June 2020

8th September 2020

1st December 2020