

Friends of Rosebank Health Patient Participation Group (PPG)

Minutes of Meeting held 8th October 2019

Present: Rita Leach (RL) (Chair), Celia Ricaud (CR), Liz Mudway (LM), John Matthews (JM), Sandra Matthews (SM), Trefor Hughes (TH), John Dyde (JD), Nasreen Patel (NP), Christine Barnett (CB), Jan Brookes (JB), Olga Allison (OA), Susan Davies (SD), Wendy Hubbard (WH), Dr J Quick (JQ), Susie Graham (SG), Jon Tremeer (JT), Sue Hawkins (SH)

1. Welcome

RL welcomed members to the Meeting.

2. Apologies

Paul Arnold, Michaela Davies

Healthwatch have sent an apology as they are unable to attend due to illness but hope to be able to present at a future meeting.

3. Minutes of the Meeting

The Minutes of the AGM and meeting held on 10th April 2019 were approved.

4. Matters Arising

4.1 Health Talk Evening – SG advised that Michaela Davies (MD), who has joined the Practice as Assistant Practice Manager, has arranged for an informative talk on testicular cancer. The event will be held at Kingsway Health Centre on 22nd October at 7.00pm.

JT advised that text messages regarding the evening have been sent out. TH asked if it would be beneficial to have someone present who has recovered from testicular cancer to be able to answer any appropriate questions. SG stated that this could be beneficial. TH will advise accordingly.

4.2 Ukulele Evening 9th November 2019 – The evening is being organised to raise funds for the Practice. RL asked members if they would be able to sell tickets for the evening. RL also asked if members would be able to assist on the evening. A raffle is also being run on the evening and a request for raffle prizes was made. Members to contact RL with any offers of help or give raffle prizes.

RL also asked members to advise if they had any other ideas for fundraising.

4.3 Flu Clinics – there have been two flu clinics already taken place and over 2000 patients over 65 vaccinated. This year we have run the clinics on a drop in basis. Some members commented on the long queues but SG advised that most of the patients were cleared in 15 minutes, with the longest wait being 30 minutes. PPG members help with the clinics is greatly appreciated and assisting with patients in the queues proved invaluable.

The next two clinics being run this month are for under 65 year old and children, but anyone who was unable to attend the previous clinics can attend.

5. Chair's Report

RL presented the Chair's report and advised that she and LM attended the Gloucestershire Patient Participation Network meeting on 16th August 2019. At the meeting the CCG brought Practice PPG members throughout the County up to date with what is happening in the County.

A report was given on the County's Long Term Plan.

During the meeting Rosebank Health was commended on its Carers programme.

MORI Survey

Every year MORI carry out a National survey into 'Your Local GP Services'. 319 surveys were sent out by them to Rosebank patients and 124 returned (representing just .5% of our total patient numbers)

Of the 18 categories in comparison to surgeries with similar patient numbers and in similar locations in our area, Rosebank came top in 8 and 2nd in four categories which was a very good result.

6. Practice Update

6.1 Wyndham Parry Retires - SG advised that Wyndham retired from the Practice on 27th September 2019 after 18 years with the Practice. PPG have an article in the Quedgeley News.

6.2 Staff Update - SG advised that Michaela Davies has commenced with the Practice in the role of Assistant Practice Manager and Laura Taylor as IT & Admin Supervisor. Both are making an impact.

GPs – The Practice has three new GPs, Dr James, Dr van den Broek and Dr Odofoin. We are actively trying to recruit further GPs.

Nurse – Estelle Nambela has joined the Practice as a Nurse Practitioner working in Urgent Care.

6.3 Dr Unwin – SG advised that, following three months away from the Practice due to health issues, she was delighted to advise that Dr Unwin will be back in the Practice at the end of the month.

6.4 Clinical System Change – SG advised that the Practice clinical system is being changed in November. This will mean a big change and have a huge impact on the surgery.

We are not able to put routine appointments on the system from 4th November until we 'go live' with the new system on 12th November.

We will be unable to generate prescriptions through the system during the period and our Medicines Management team will be issuing two months of prescriptions and they are liaising with POL. Patients will have to either collect the prescription or their designated Pharmacy collect. PPG members suggested that patients need to be made aware of the issues with prescriptions as soon as possible. There was a suggestion that a message should be put on the prescription box at each surgery advising of the situation.

JD asked if having PPG members into the surgery to talk to patients to support receptionists during week commencing 4th November would help as he envisaged they could be inundated with issues. It was also suggested that being present during the week before may be helpful. SG said that PPG help would be appreciated and that anyone wishing to help should contact her.

6.5 New Website – SG advised that the new website is now ‘live’ and there has been positive feedback. We have been very surprised at how much contact we have had through the site and are looking at the resource necessary to handle the requests.

6.6 Ssh – Sexual Health Services – SG advised of the drop in that Sue Davies (SD) has started at Severnvale Surgery.

For 15 years SD was employed by the youth service in Buckinghamshire before being made redundant due to funding cuts. She managed a drop in for young people for 3 years in High Wycombe which included sexual health but also supported young people with many issues. Set up drop ins in schools and youth centres and joined the detached team on their bus going into rural areas providing sexual health information and guidance.

SD gained an NVQ level 3 in Sexual Health and Young People delivered by Brook.

SD has been in Gloucester for a year and noticed a lack of drop in services. Contacted schools, the Youth Service and a Youth Council Group with little feedback or support.

The drop ins are a confidential service and open to all young people, not just Rosebank patients, and they do not have to book in at reception, they have a separate waiting area and consultation area. SD is able to carry out chlamydia and pregnancy testing. SD is working alone on a voluntary basis but is supported by the Eddystone Group who provide the condoms. JB stated that she would be willing to help SD with the drop in clinics in any way required.

PPG members asked if there were cards that they could give to young people about the service. It was agreed that the poster that has been displayed should be sent to all members, which would give them the information and guidance required.

Members thanked SD for this valuable service.

7. Primary Care Network (PCN)

7.1 Paramedics – SG advised that the PCN now has Paramedics in place to undertake home visits for the Network (Rosebank Health/Hadwen Medical Practice/Quedgeley Medical Centre). Matt Francis has been employed for one day a week and Lisa Brindley working five days a week. We are the first Network to employ our own Paramedics.

7.2 Social Prescriber – As discussed at previous meetings, the Network was seeking to employ a Social Prescriber. SG stated that she is pleased to advise that the Network has employed Ian Preston. Ian is an experienced Social Prescriber carrying out this role for many years. It is hoped to recruit two further Social Prescribers.

8. Newsletter

TH advised he is working on the latest newsletter.

9. Date of Next Meeting

Tuesday 14th January 2020 at Kingsway Health Centre at 6.30pm

