

**Notes from the Roundwood Patients' Group Meeting Thursday 8<sup>th</sup> September 2022**  
**6-8pm in St Peters Centre Mansfield**

**Present:** Arthur Lacey (Chair); Dr Milind Tadpatrikar, Mrs Ros Revill (Practice Manger)  
8 members with 1 apology

- Mention was made of those members who have died or left the practice since our last meeting. Especially Mrs. Hilda Eddershaw who, over 90 attended meetings and was a great supporter of the group. Sadly, our minute taker Jan Richardson has been seriously ill, she will be missed.

The Chair apologized that the Group had not been more active through the Covid epidemic but listed some activities that had been undertaken helping with flu and Covid vaccinations, passing on of queries to the practice and advice on advertising and job descriptions for new doctors.

- The **Treasurer** reported that funds were quite low, and the practice agreed to make a payment for support. There has been no payment for some years. The chairman agreed to be the second signatory for cheques, following Hilda's death.
- Milind, introduced **Mrs Ros Reavill** who has been pointed Practice Manger following Gillian Slacks retirement. She has previously been a practice manger for 31 years at Oakwood.
- Ros reported on various changes she had already made, some due to Covid and some to generally improve the systems in the practice and driving things forward.
  - **Increases in staff** (including a new doctor -**Dr Nadi**, 2 new nurses and another Advanced Nurse Practitioner. An assistant P.M. and more reception and admin. staff.  
(Nb. Ian Jackson (lead nurse has retired), Anne-Marie and Nurse Jemma Hayes have left.)
  - There have been changes in **staff training**.
  - **Telephone improvements**.
    - A queuing system of **30** (rather than engaged tone) and less messages.
    - **3** Dedicated staff to answer the phone and monitoring of call volumes and waiting times.
    - (In her first year there were 86 **complaints** mostly about the telephones, since the changes there have been none).
    - **Automated message** when all appointments have gone, but the call will be answered.
    - Average call length is **3** mins which adds to delays. (There were **11300** calls in week before BH and **8900** in BH week).
    - Concerns were raised about calls '**dropping out**' but she thought this was more likely to the use of mobile phones rather than the practice system
    - **Outgoing** calls are now done on separate lines.

**Contacting the practice** can be done via:

- '**Patients Knows Best**'; part of the **NHSApp**. (**45%** of Roundwood Patients are registered for this. (Jayne offered to give support and training to patients having difficulties).
- **Questions** on prescription requests cannot be answered, but those through P.K.B. can.
- **Email** – unfortunately the email address is being changed at present.
- '**SystmonLine**' – again no replies can be made.
  - **Processes** have been improved with better cover for sickness and more computerization.
  - **Workload**. For 13000 patients, in the week before BH there were 1857 appointments overall. 1847 were used (99.5%) with 2% failing to attend (worse for the nurses).

- It is hoped to reintroduce **future booking of appointment and booking one line.**
- **Text messages** re being sent out to invite patients for **flu vaccinations.** Members reported some issues but were assured that this was now working well.
- Ros has prepared a new **presentation for the TV screen** at Wood Street (Arthur reported that this as very good and much more relevant than previously) but there are problems with the technology at present so it can't yet be shown.
- Ros reported that **Zoe** (HCA) had delivered twins, and **Alisa** (admin) had a little boy.

**Milind reported and in answer to questions:**

- ❖ He has become the **executive partner** for the practice and works closely with Ros.
- ❖ He described the '*hoops*' and expense that the practice had invested in getting **Dr Nadi**, who had to be sponsored and given a work visa etc.
- ❖ All the nurses will be doing **Chronic Disease management** rather than having individuals specializing. This allows cross cover for sickness and holidays. We have the support of a community diabetes nurse specialist.
- ❖ **Extended hours** have been agreed to be 7am-7pm and 9am-5pm on Saturday, across Rosewood PCN.in preference to 8am-8pm as patients have indicated that they prefer the earlier start and there are more later DNAs. (The 5 practices need to provide 51 hours extra per week). These appointments may be at other surgeries but can be booked through Roundwood.
- ❖ With increase in staff, **extra consulting rooms** are being provided at Wood Street and upstairs at Forest Town.
- ❖ Milind reported on the **loyalty of practice staff**, many had been there for decades.
- ❖ There is still a lot of unhelpful **rudeness and aggression** toward doctors and nurses, who are doing their best.
- ❖ **Consultations on-line and by telephone** will continue but their limitations are recognized especially when examination is required. Useful for screening out unnecessary appointments.
- ❖ The practice cannot **close its list** despite the pressures of 13000 patients.

**Flu clinics** will take place at **Wood Street** Saturday 24<sup>th</sup> September (8am -12noon) and **The Towers** on Tuesday 4<sup>th</sup> October (8amto 4pm). Bookings are now being made. Volunteers from the Group were requested to help.  
The practice will not be doing **Covid boosters.**

**Rosewood Primary Care network**

Arthur has circulated a document showing the new contracts that the PCN has agreed. Milind Advised that the **Pharmacists** are very well trained, and we should use their advice with confidence. Other contracts are being considered for the future to meet the needs of the 5 practices in the Network.

Milind raised the issue of Roundwood becoming a **representative group for the P.C.N.** Arthur was not happy with this suggestion but agree to give it some thought, when he had studied the minutes of the previous patients meeting of the Network.

Jean reported that the **Cancer Network** had ceased to function under Covid and was unlikely to restart in the near future. Arthur thanked her for her work over the years and reported that the **Lung Health** program which she had reported on previously, was now starting.

Agreed the next meeting will be **Tuesday 15<sup>th</sup> November 2022** at Wood Street surgery from 6pmto 8pm.