

**Notes from the Roundwood Patients' Group Meeting Tuesday 17th January 2023
6-8pm at Roundwood Surgery Wood St.**

Present: Arthur Lacey (Chair); Mrs Ros Reavill (Practice Manger); 8 members with 2 apologies.

Dr Tadpatrikar had sent his apologies due to a family bereavement.

It was reported that one of our virtual members Philip Shore had died in December.

It was agreed that the **notes of the previous meeting** were accurate but there were some matters arising from them.

- There were **compliments** on the flu clinics, radio programme and the new notice board.
- **Kylie Ward** (Advanced Nurse Practitioner) had also settled in well. (Members were impressed with her knowledge and thoroughness)
- All Group members had been circulated about possible **changes in venue** or timing of meetings, and as there was no feedback for change we will continue as now.
- There had been a question about the **usage of funds and donations** – The treasurer will be asked to prepare a statement for the next meeting.
- There was a question about why the high number of **DNAs** even when booking on the day, this remains unanswered.
- The non-working **lights** in the waiting room cannot be fixed without a major electrical upgrade.

Booking appointments. - The practice has re commenced a pilot of **On-line booking of appointments** since the 1st January. This is via **NHSApp** or **SystemOne** online only. These are on the day or up to 14 days in advance, appointments further ahead than this are only made by receptionists usually on the clinicians' instructions. Mrs Reavill was complimented on being instrumental in organizing this.

The practice has previously run a training session on **NHSApp** which had been well received. Patients can request to register for further support on this if they wish.

Group activities since last meeting.

8.30 am opening.

If a patient has an appointment at 8.30am and this is when the doors are opened there can be delays due to dealing with the queue. The staff are now endeavoring to deal with patients with these appointments first to avoid delays for clinicians.

The chairman and other groups members had been involved with the Mid-Notts Place Based Partnership to try and develop a **resource pack for Patient Participation Groups** who wished support. This will take place on 25th February (details to be circulated if members wish to take part).

The **treasurer** has reported that there had been no expenditure since the last meeting.

Practice matters (answered by Mrs Reavill in Dr Tadpatrikar's absence).

- Concern was raised about the **telephone announcement** saying there were 'no appointments available' as this may put off patients from waiting to speak to a receptionist. Reassurance was given that this had already been changed.
- Following publicity about continuing care being important, there was a question about whether all patients had a '**named**' doctor.

Everyone has a doctor named on their medical card, but this does not indicate that they would get personal care from that doctor due to availability of individuals. Patients can see any doctor within the practice, including the registrars who have no named patients.

The pros and cons of seeing one doctor were discussed. Sometimes it is better to have a fresh view of a patient's condition.

- There is no possibility of a **stairlift at Forest Town** surgery to access the new consulting rooms upstairs, as the staircase is not wide enough. Patients unable to get upstairs will be accommodated in the downstairs rooms.
- All patients are reminded of their appointments by **text message** if they have a phone registered. Where changes are made they are also communicated by letter. (From previous discussions, messages are not left on phone due to possible issues of confidentiality). There have been no issues with these messages to date.
- A member reported that he had received **exceptional care** from Dr Seyi, one of the registrars, following his discharge from hospital.

Data sharing

The document '**Joining the Dots**' had been previously circulated about the effort of Nottingham and Nottinghamshire Integrated Care System to **share data** on patients' conditions to identify where to focus care appropriately.

Concern was raised about the possibility of others accessing data about individuals and misuse of data. Also, it was felt that it is difficult to focus care where there are changing populations.

The document emphasizes that all data will be anonymized so hopefully there will be no issues.

Post hospital nursing care.

It was raised that there should be a facility to offer care to post hospital patients to free up more beds in the hospital. Various members reported their past experiences of places such as Debdale Hall for convalescence and perhaps the council could be encouraged to fund such a facility.

It was clear that the needs of the patients now were very different to the Debdale hall days, and although the suggestion was very welcome, it was felt that this needs much research to establish exactly what care would be needed and what facility should be encouraged. There are already some '*step-down*' beds organized in local nursing homes.

The **date of the next meeting** will be **Tuesday 14th March 2023** at 6pm to 8pm in the waiting room at Wood Street surgery.