

**Notes from the Roundwood Patients' Group Meeting Tuesday 16th May 2023
6-8pm at Roundwood Surgery Wood St.**

Present: Arthur Lacey (Chair); Dr Tadpatrikar, Mrs Ros Reavill (Practice Manger); 8 members with 5 apologies including Anne Jenkins (Treasurer)

It was agreed that the **notes of the previous meeting** were accurate, there were matters arising.

TV screen/Call board

Jayne had kindly supplied a larger TV, but the wall will need strengthening if it is to be installed. The present system cannot be used both as a **Display TV and a Callboard** and the callboard will not work at present due to the linkages with other Practices installed after Covid.

The practice has received good support from the Nottinghamshire Health & Informatics Service, but they cannot fix this problem and are cancelling support for our present call systems. Milind and Jayne agreed to try and see if anything could be done with NHIS.

To install a combined TV display to carry **Roundwood messages** and to act as a **Callboard** would need a significant cost in the order of £2000 plus annual fees. Mrs Reavill & Dr T. described the benefits of both. The partners already invest considerable financial support from their own shares to support the staff wage increases and other developments within the practice.

They will be discussing this soon, alongside other priorities.

The group discussed the possibility of **fund raising** if the practice wished for support. Various suggestions were made, but the chairman said that he and the treasurer were not prepared to run another raffle due to the work involved and the present pressure on patients' finances.

Gilly Hagen and Jayne Birch-Jones agreed to look at other possibilities to raise funds if required.

Group activities since last meeting.

The chairman apologised that he had not been more active due to personal time pressures in the last couple of months.

Notices and TV screen.

The **TV presentation** has been reviewed and sent back to Ros. She has agreed to it, and it is now showing with messages from the **Practice and other Health issues**. There is still a problem with the speed of the slides changing, and on viewing, there are some slides still a bit unclear.

The **NHSApp** slide presentation has been removed but it still advertised, and it was discussed whether we could spread the information through the **Facebook page**, posters, and personal presentations at the surgery.

I.T.

Patients can register for the **Patient Knows Best** through the **NHSApp** (registerable online without a password) and **SystemOnline** (password required from the practice). Through this, information can be obtained about many health issues and messages can be sent to & from the Practice.

Reassurance has been obtained through Jayne & Sherwood Forest that there are systems in place to try and reduce **duplication of investigations**. These are not all yet in place and depend much on the clinician who sees the patient taking notice of the information supplied. Secondary care is very much behind Primary care with IT and although have access do not seem willing to engage with **SystemOne** (the system in GP).

Pharmacy issue

Confusion was reported over some medication which seems to result from pharmacies not downloading **Eprescriptions** regularly or using their knowledge to access stock elsewhere or use alternative preparations. Patients were reminded that they can use any chemist if their care is unsatisfactory.

Prescriptions can be ordered through NHSApp and delivered to any pharmacy selected.

The treasurer is ill. We have still been unsuccessful in changing the account signatories.

Practice matters - Dr Tadpatrikar

- The noticeboard reports **1459 appointments** were offered last week and there were **65 D.N.As**.
- Roundwood are in the process of thinking through various aspects of **Succession planning**.
- Decisions are needed about GPs and nurses for the future, and how the work of the Finance manager is to be covered following his resignation. There is a new receptionist, Lola.
- The **telephone message** is much shorter than previously and still must contain information to ensure the patient is dealt with appropriately and avoid delays. **Non-urgent calls not requiring an appointment are better made later in the day than at 8.30am.**
- Roundwood has a very good reputation as a **Training practice** and is much sought after by junior doctors. Drs Cappin & Glover are responsible for the registrars and Drs Carter & Johnson the F2 doctors.
- It was reported that a member had received **excellent service** from the practice over Easter and from the **111 service**. (111 can now make appointments with the practice if felt necessary).

Rosewood Primary Care Network

- Modifications are being made as staff change & their roles and the needs of patients become more defined.
- The **Wellbeing coach** has 250 patients so far.
- The **MusculoSkeletal 1st Contact Practitioner** has developed videos about Back Pain & Fibromyalgia.
- Unique to Rosewood, our **Severe Multiple Disadvantaged Practitioner** has over 300 patients (85% of the total) receiving care which otherwise may not have taken place i.e., **Learning Disabilities etc.**
- The **Occupational Therapist for Mental Health** has shown benefits to patients in addition to their mental health care. (Members reported personal good experience of their work).
- **Monitoring** is taking place to assess the benefits of these innovations. The possibility of **integration between Health/Social and Education** would be beneficial.

This is **Mental Health Awareness week**.

Nottingham & Nottinghamshire Integrated Care System seem to be prioritising **Nottingham** health issues and we must ensure that **MidNotts** is not neglected.

It was reported that the **Health Studio** offers a personalized program of exercise following referrals from a health professional. The costs are £48 for the first 3months and £62 for the next 3m).

The **date of the next meeting** will be **Tuesday 25th July 2023** at 6pm to 8pm in the waiting room at Wood Street surgery.