

**Notes from the Roundwood Patients' Group Meeting Tuesday 14<sup>th</sup> March 2023  
6-8pm at Roundwood Surgery Wood St.**

**Present:** Arthur Lacey (Chair); Dr Tadpatrikar, 7 members with 5 apologies including Mrs Ros Reavill (Practice Manger);

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

**Booking appointments.** The On-line booking system was active, and members reported being able to access this, although there were no appointments available when they tried.

The notice board reported **1459 appointments** were offered last week and there were **44 D.N.As.** It was thought this number of non-attenders may have been due to the severe weather. It was noted that this indicated that **10%** of the practice population have been seen last week.

**Group activities since last meeting.**

The chairman had attended a nurse appointment at Wood Street and had reported back his observations to the practice manager.

**Notices and TV screen.**

- These were often in **too small** a font to understand & changed **too quickly** to read. He has been shown the improved presentation which has now been placed on the TV screen but members in the meeting noted that some of the notices were still too difficult to follow.
- The presentation about **NHSApp** is too long and difficult to follow unless sitting in front of it and concentrating for several minutes.
- Dr. T. also mentioned that the **patient call board** no longer worked which meant the doctors and nurses had to call patients through which wasted valuable appointment time.

There was a good discussion and the Group decided:

- The existing notices and TV advertisements should be **reviewed** and improved if possible.
- A larger TV should be sought (Jayne Birch-Jones offered to try and find one and also try and get the IT team to restart the call board, as well as checking for a better video about **NHSApp**).
- If this was not possible consideration should be given to **fund raising** for this.
- Perhaps the NHSApp link could be added to the **Facebook** page and the website.

The Chair reported a very positive experience when seeing **Hayley** our new nurse.

Dr T. reported that all comments about **staff** are raised at the **practice meeting** and passed onto them. (Previous there had been an invitation to the Group to send a representative to this meeting. It was decided that regular attendance was unnecessary, but the Chairman could be invited if there was something to which he might contribute, but that Dr. T. acted as a link between the meetings).

The chairman and other groups members had been involved with the Mid-Notts Place Based Partnership developing a **resource pack for Patient Participation Groups** on 25<sup>th</sup> February. There were 40 participants, but many were already in established PPGs.

Information was given about recruitment, maintenance, activities, communication, variations, meetings, young patients & sharing information.

All PPGs are quite different, but some ideas were helpful to our Group.

The **treasurer** has reported that there had been no expenditure since the last meeting & will prepare a statement about finances after the end of the financial year. Efforts were still being made to change to signatories.

## Practice matters - Dr Tadpatrikar

Due to the reduction in Covid cases, **facemasks** will no longer be compulsory in the surgery, but patients are welcome to still use them if they wish.

**Zoe** (phlebotomist) has left after giving birth to twins. She came as an apprentice and won a national award for this before progressing to phlebotomy. **Ian Farnsworth** (ANP) has also left for another practice. The partners are discussing how his role should be replaced.

The practice is very busy with the **junior doctor strike**, but patients are being sensible and two of the registers have decided not to join the strike.

Dr. T. advised about how **practice staff are paid**, and this does not come under the strike action. The practice has decided to pay practice staff **in excess** of the national living wage. The good pay and condition of staff are rewarded by very small turnover, unlike some other practices. The extra costs for this is covered by the partners.

A question was asked about the availability of **Minor surgery and steroid injections** at the practice.

- Drs **Cappin & Johnson** generally do these.
- There is a **waiting list** of a few weeks.
- They cannot be done **on the day** anymore, due to health & safety concerns.
- Training registrars in these skills depends on their level of **expertise and experience** and would reduce their availability for other appointments.

Dr. T. indicated that the practice would **review** this service and make any necessary changes.

**Rosewood Primary Care Network** are employing an IT manager to try and coordinate activity over the five practices to increase quality (as well as other activities). Much of this work has fallen on Dr. T. so far. Dr T. reminded us of the personnel offering coordinated services to patients of all 5 practices.

### **Sherwood Forest Hospitals.**

- Had recently held a **recruitment** fayre at West Notts College, but the Chairman was disappointed that there had been no invitation to General practice to become involved.
- Letters are still being posted out from the hospital when email could be used in many cases.
- Blood results are often unnecessarily repeated by the hospital because of the lack of reference to those done by the practice and recorded on paper or on computer.

The Chairman would endeavor to raise these issues with the hospital.

Sylvia Porter has attended a Mansfield CVS forum which described how '**Social Prescribing**' would be progressed in Mansfield. This used **Link workers** who take referrals from all health professionals and advise and direct patients in aspects of debt, bereavement, loneliness, housing, unemployment and other aspect of life which impact on their health. The new scheme is based on her scheme in Ashfield, which is very successful. Dr. T. reported that Rosewoods 6 link workers were seeing 300 patients at present.

Jayne Birch-Jones has designed a short presentation about post op care for **Hip Replacement** patients and wondered if it could be put on the **Patient Knows Best** site for others to see. She is sending it to the chairman for comment.

It was asked if patients could be let know about **waiting times**, if their appointment was delayed. This had previously been on the TV screen. This will be considered with the other IT issues.

The **date of the next meeting** will be **Tuesday 16<sup>th</sup> May 2023** at 6pm to 8pm in the waiting room at Wood Street surgery.