

**Notes from the Roundwood Patients' Group Meeting Tuesday 25<sup>th</sup> July 2023  
6-8pm at Roundwood Surgery Wood St.**

**Present:** Arthur Lacey (Chair); Dr Tadpatrikar, 9 members with 4 apologies.

Congratulations were offered to **Gilly Hagen** who had been awarded a **British Empire Medal** in the birthday honours list for her work with the community and PPG in Blidworth.

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

- The new **TV screens** are now in place. Thanks were given to Jayne. The call board is functional for those partners who wish to use it but due to clinicians rotating rooms, some will call the patient through as before.

- Jayne Birch-Jones reported on her discussions with Gilly about possible **fund-raising** Suggestions: **Walking**/wheelchair group either fund raising or for exercise; **Selling items** on the internet; **Afternoon tea dance** possibly with inclusion of care home residents; '*Come dine with me*' event; **Collecting** bottle tops; **Craft fayre**; **clothes swap** with a fee.

There was no immediate need to raise funds but the practice to consider these if a project arose. Activities for patients and raising the profile of the Group were important. Sylvia agreed to investigate starting a '**walking**' group with the PCN Lifestyle coach; Jayne to consider an **afternoon tea**.

**Group activities since last meeting.**

The chairman reported:

- Passing on the issue of **use of the car park** when waiting for patients. With restricted nos. of spaces, perhaps those accompanying patients could use Tesco until they need to '**pick up**'.  
• Passing on **compliments about a registrar doctor**. Members were reminded that positive compliments about junior doctors can add to their training profiles.  
• Forwarded two communications from the **Integrated Care Board** regarding **MSK & End of life** strategies where feedback was required by them. Patient feedback is always important.  
• Decided not to pass on a **questionnaire** which those who had seen it had agreed it was completely unsuitable. Comments were sent back to the ICS about this.

**The treasurers report.**

Anne Jenkins is our honorary treasurer and has been working hard behind the scenes. Due to family commitments at the beginning of the week she has not been available for several meetings and had offered to stand down. After discussion she has agreed to continue in post.

The bank account has a balance of **£265.50 to date**.

There is very little **expenditure** at present, (most of the expenditure previously was on rooms for Group meetings which were now zero due to use of the Waiting Room & and for our minute taker (who sadly had to resign due to ill health).

The Chairman reminded the meeting that this is not a true impression of the **cost** of the Group as incidental costs such as printing, postage etc. are at present carried by the officers and the practice directly.

After much effort and confusing forms to complete, Anne & Arthur have managed to confirm themselves as **signatories** for the Co-Op bank account.

**Practice matters - Dr Tadpatrikar**

- The noticeboard reports **1270 appointments** were offered last week and there were **58 D.N.As**. The DNA rate has reduced with less forward & more '*on the day*' booking of appointments. Dr T. presented the Practices updated **DNA (Did Not Attend** without notice) policy.

This was discussed at length as well as possible reasons why appointments are missed, the need for audit of these patients, whether they realise how much this costs and how it impacts on other patients.

There will be tailored measures to deal with these patients depending on how many appointments they have missed, and their circumstances. There will be efforts to contact them and there will be markers placed on their records so they can be monitored. Ultimately, some patients may be removed from the list.

**Dr T. will take our comments back to the Practice to consider and how they deal with DNAs for children. The policy will be published on the website and circulated by the Patients' Group.**

**There is an option on the practice phone line '0' to leave a message to cancel an appointment.**

- Roundwood are continuing **Succession planning**. New staff are being interviewed.
- Despite it being 6 years since Dr Murphy had retired, the practice has been unable to attract **new G.P.s** through the usual advertising. Dr Nadi had been recruited by the practice funding her work visas etc.

The practice has about 3000 patients per WTE compared with other areas such as West Bridgeford with 1750 (neither figure includes register doctors).

There was discussion about **why Drs. did not want to come to Mansfield**. Drs qualifying with huge debts will not commit to partnership due to poor pay and onerous workload. Often, they are attracted by living in large towns where they trained, and with medical training centers and better social opportunities, despite cheaper housing costs etc.

- **Flu clinics**. Due to the downstairs at the Towers not being available this year, these will be held at Wood Street Surgery on Wednesdays **4<sup>th</sup> October and 11<sup>th</sup> October** from 1to5pm. Normal surgeries will take place at Forest town during this time.

After asking for **volunteers** from the Group, the chairman was informed that as the practice will be fully staffed and the throughput hopefully quick, there is **no need** for Group support or other activities or refreshments this year.

**Appointments for flu jabs are now available for these dates.**

- There continues to be issues with **pharmacies not completing prescriptions** due to lack of drugs. It was thought this was often due to poor financial management and lack of working across neighboring pharmacies. The default position is to send the patient back to the practice for a replacement script. This has been raised repeatedly by the practice.

The Chairman informed the Group about the **Health & Care Awards** which are being awarded by the Integrated Care System and the Lord Lieutenant of Nottinghamshire.

Details of these had been circulated by email with a link to the site. Anyone can nominate an individual or organization for these awards and members were encouraged to do so.

The awards are: **Best Outcomes Award; Health Inequalities award; Value for Money Award; Social Value Award; Prevention award; Equity award & Lord Lieutenants Partnership award.** There will also be the **Lord Lieutenant's Health & Care award** for the overall best nomination.

Details:

***Health and Care Awards - NHS Nottingham and Nottinghamshire ICS - NHS Nottingham and Nottinghamshire ICS (healthandcarenotts.co.uk)***

The **date of the next meeting** will be **Tuesday 19<sup>th</sup> September 2023** at 6pm to 8pm in the waiting room at Wood Street surgery.