

**Notes from the Roundwood Patients' Group Meeting held on Tuesday 30<sup>th</sup> July 2024**  
**6-8pm at Roundwood Surgery, Wood Street.**

1.	<b>Present:</b> Sylvia Porter and Jayne Birch-Jones (Joint Chair's), Dr Tadpatrikar (Dr T), Ros Reavill, (Practice Manager), Stu Hague (Local Medical Committee), 6 members with 7 apologies.
2. 2.1	Notes from last meeting were <b>AGREED.</b> <b>Matters Arising</b> Car Parking – Ros reported that cameras will be installed in the practice car park imminently. Patients will need to record their numberplate on a screen in the Practice. There will be a 10-minute grace period to accommodate drop offs. Patients will be able to park in the car park at weekends but will need to pay. New signage will be in place.
3. 3.1	<p><b><u>Practice Matters and Feedback</u></b></p> <p><b><u>Primary Care Challenges</u></b></p> <p>Stuart Hague from <b>Nottinghamshire Local Medical Committee (LMC)</b> was in attendance to give an update. He explained that the <b>LMC represents GP's, providing an advisory function and feeding into national negotiations</b> on contracts and funding on their behalf. The <b>British Medical Association (BMA) are the union for Drs, who have helped get hospital Dr's and junior Dr's their recent pay rises. Junior Dr's are to receive 22% and Hospital Consultants, 6%. GPs have been offered just 1.9% by the last government.</b></p> <p>Hospitals are funded by NHS England. <b>GPs are independent contractors who get £107.57 per patient per year. This includes salaries for all general practice staff, their buildings, electricity etc. For every £ that the government spends on health, GP's only get 7- 8 pence, despite them providing 90% of NHS appointments overall.</b> During the next couple of years, more GP's will retire, resign because of burn out and due to financial instability. <b>Already 5 practices in Nottingham/Nottinghamshire have handed back their contracts to the government and more Practices will close without additional funding.</b></p> <p>Dr T also mentioned the impact on retention of medical staff; Registrar's don't want to be Partners, most want to be salaried, and a large percentage want to go abroad.</p> <p><b>Over the coming weeks patients will see some turbulence in Primary Care. GP's will be working to Contract (not striking), and not undertaking the significant additional non patient facing work which is usually delivered but that GP's are not paid.</b> The bottom line is that the <b>situation is bleak, and Patients should be aware that they will see a difference in their usual care.</b></p> <p><b>What can be done to protect GP's?</b></p> <ul style="list-style-type: none"> <li>• The BMA has come up with <b>safe working guidelines</b> regarding a capacity limit on appointments.</li> <li>• <b>GP contracts need reviewing to make them financially viable</b>, some contracts are 8 years old.</li> <li>• The <b>government needs to make it more attractive to become a GP.</b></li> <li>• <b>Patients need to be made aware and understand the situation and support their GP practice.</b></li> </ul> <p><b>ACTION:       Stuart Hague to provide a crib sheet for the group, to ensure accurate and consistent information, so that PPG members can educate friends and family.</b></p> <p><b><u>Staff News</u></b></p> <p>Laurie, one of the practice nurses has left. Patients are asked to be respectful to reception staff whilst the practice recruits, there will be limited practice nurse appointments. There are only currently 1.5 practice nurses.</p> <p>On 7<sup>th</sup> August, there will be a change over of Registrars with 3 new registrars starting for 4 months. They will provide half hour appointments and will receive support from senior GP's.</p> <p><b><u>Appointments</u></b></p> <p>Last month the practice offered <b>5922 appointments</b>, there were <b>257 DNA's (4%) wasted appointments.</b></p> <p>Ros reported that the more advanced appointments offered, the more DNA rates increased. Text reminders do not work. Even patients with same day appointments DNA. The practice is actively</p>

3.4	<p>implementing its DNA policy, with some patients being removed from the list for consistently not turning up to appointments.</p> <p><b>Flu Clinic</b></p> <p>This is on <b>October 3<sup>rd</sup> and appointments are now available.</b> The appointments will be at Roundwood Surgery, Wood Street. No help is required from PPG members.</p>
4.	<p><b><u>Rosewood Primary Care Network (PCN)</u></b></p> <p>Dr T explained that <b>PCN's are groups of GP practices that worked together (we have 5) and received funding from NHS England to fund extra roles.</b> At a recent PCN time out day, these staff explained their roles, e.g a housebound nurse. Also Dr T did a presentation of "You asked, we delivered". This included improving care of the most vulnerable, eg homeless, severe mental health who now are case managed. A learning disability nurse since in post has improved health checks from 35% to 80%, with the hope of improving this to 100% over the next year.</p> <p>Frailty was discussed as these patients account for the most hospital admissions. The PCN wants to provide holistic care for this group of patients and ideas were put forward which Dr T is putting into a plan for further discussion and action.</p>
5.	<p><b><u>Nottingham and Nottinghamshire Integrated Care System (ICS)</u></b></p> <p>Dr T explained that the <b>ICS aims to deliver cohesive care across health and social care.</b> The Integrated Care Board (<b>ICB</b>) <b>directs and contracts the care and then the ICS delivers the care needed by the local population.</b></p> <ul style="list-style-type: none"> <li>• <b>ICB Annual Public Meeting</b>, Thursday 12th September, 2 pm – 4 pm, Notts County Football Ground, Meadow Lane, Nottingham. This is to look at the Strategic Plan, service delivery, financial performance, challenges and future plans. Individuals need to register on-line <a href="#">here</a></li> <li>• Nomination for <b>Health Care Awards</b> close on 27th August. Submit your nomination <a href="#">here</a></li> </ul>
6	<p><b><u>Chairs Report/Wider Health Issues</u></b></p> <p>Sylvia summarised activities:</p> <ul style="list-style-type: none"> <li>• Jayne and I have taken the baton from Arthur Lacey after 8 years as Chair. Its a joint role so that we can chair, take minutes and share work between us.</li> <li>• Visited the <b>Community Champion at Tesco's</b>, on Chesterfield Road who <b>have a training room</b>, that <b>we could use if we wanted to hold some small group sessions</b>, given that Roundwood does not have spare capacity during the day.</li> <li>• <b>Will be working with the Roundwood Practice Team</b> on the best outcomes for our patients, in an ever-changing landscape to GP service delivery, staffing/resourcing, an Integrated Care System/ (ICS) Board (ICB) in Notts and a newly elected Government.</li> <li>• <b>Hope to work with community partners around health &amp; wellbeing</b>, with greater emphasis on preventative work, with commissioned services and the voluntary sector in Mansfield. Registering our group with the Mansfield CVS database.</li> <li>• Future working with Rosewood PCN with the possibility <b>of joint working re specific health events.</b></li> <li>• As a PPG we would like to <b>support the Surgery to promote digital tools</b>, consider offering training to patients in accessing information relating to their health, e.g accessing appointment letters, results, make GP appointments &amp; order mediation via the NHS app.</li> <li>• 2 queries from patients through the PPG email address since the last meeting in relation to online access and booking an advance appointment, both were forwarded to Ros.</li> </ul> <p><b>SFHFT: -</b></p> <ul style="list-style-type: none"> <li>• are employing a <b>digital inclusion officer</b>, to provide <b>support and training to help patients use digital services</b> as they become available, for example digital letters. They are very <b>mindful that not all patients want to use digital services</b> are undertaking equality assessments to ensure everyone has equal access to the same services wherever possible.</li> <li>• are starting a project called <b>eMeet and Greet</b> which means <b>when a patient is referred to the hospital</b>, they will get a <b>text message</b> saying the <b>hospital has received their referral and arranging their appointment is in progress.</b> This is <b>expected to start with hip and knee patients.</b> This is being funded by NHS England.</li> </ul>

	<ul style="list-style-type: none"> <li>• are preparing to start providing a service called <b>WayFinder</b>. This will <b>enable patients to access, cancel and rebook hospital appointments through the NHS app</b>.</li> <li>• Have a <b>new webpage</b> explaining all about their <b>different digital offerings for patients</b> <a href="http://www.sfh-tr.nhs.uk/for-patients-visitors/nhs-app/">www.sfh-tr.nhs.uk/for-patients-visitors/nhs-app/</a></li> <li>• <b>New cards to help patients register for the NHS App are available</b>. We have a <b>supply if anyone wants one</b>.</li> </ul>
7.	<p><b>Treasurer's Report</b> – Anne Jenkins has expressed her <b>desire to stand down as Treasurer</b>. Given there have been <b>no financial transactions in over 2 years</b>, it was <b>suggested that the bank account be closed and the money be returned to the Practice</b>, with <b>£50 being kept by the Chairs for petty cash</b> and reported on at each meeting. Group members agreed to this.</p> <p><b><i>ACTION: Chairs will ask the Treasurer &amp; Arthur Lacey as joint signatories to close the account.</i></b></p>
8.	<p><b><u>Any Other Business</u></b></p>
8.1	<p>A member detailed his wife's recent discharge that was very complicated and disjointed in terms of having follow up appointments and the amount of time it had taken to chase them. The member was advised to contact PALS and Healthwatch.</p>
9.	<p><b><u>Date of Next Meeting</u> - Tuesday 3<sup>rd</sup> September 6– 8pm in Roundwood Surgery Waiting Room.</b>  Agenda items noted as "My Life Choices Group" – Gilly Hagen, Practice Website Presentation – Ros Reavill, Lesley Watkins – PPG support from Mansfield Community Voluntary Association.</p>