

Notes from the Roundwood Patients' Group Meeting held on Tuesday 4th February 2025

6 – 8 pm at Roundwood Surgery, Wood Street.

1.	Present: Sylvia Porter and Jayne Birch-Jones (Joint Chairs'), Ros Reavill, (Practice Manager), Kai Pitman, 7 members with 4 apologies.
2.	<p>Online Community Self Help Directory Review – Kai Pitman, Community Development Project Officer, at Nottinghamshire County Council gave a presentation about this project which will amalgamate the 2 current directories available in Nottingham and Nottinghamshire. This will simplify access to information for residents and staff and make it easier to keep information up to date. Kai is responsible for engaging with people to ensure everyone's requirements and ideas are taken into consideration when the project is launched in April 2026. The project is at procurement phase. Members raised questions about access for people with sight impairment, reading disabilities & those who are digitally excluded.</p> <p>ACTIONS: (1) Kai encouraged members to sign up to receive updates & take part in the co design. Please click here to register your interest.</p> <p> (2) Jayne to forward Jean Kirks email address to Kai so that he can get in contact with ECHO (Local service for people with visual impairment and provide talking newspapers).</p> <p>More information on the project is available in the attached slides.</p>
3.	Notes from Last Meeting were AGREED , after the date in item 9 was changed from 11 th to 4 th Feb.
3.1	Matters Arising:
3.1.1	<p>Car Parking – Ros reported that the car park company had agreed to send out charge notices monthly but unfortunately sent out 4 months' worth in one week. The Practice felt like they had received 100's of complaints and staff were verbally abused in some cases. Anyone wishing to appeal a ticket should NOT contact the Practice, instead contact the car parking company directly and follow their appeals process. For proof of appointment, this can be found in your NHS App if needed.</p> <p>ACTION: Members encouraged to explain this procedure to other patients as appropriate.</p> <p>Jayne mentioned that she had observed some patients not pressing "confirm" when registering their car on the iPad. Patients should ensure that they view the confirmation message before leaving the screen to ensure their care has been registered.</p>
3.1.2	Surgery Blackboard – those present complimented the practice on the new information displayed.
3.1.3	PPG Noticeboard – yet to be updated with all information laminated, in line with the recommendations made during the Practice's last infection control audit.
3.1.4	<p>Hospital Drug Deliveries – Sylvia contacted the Patient Experience Team (PET) who contacted Pharmacy at SFHFT regarding the cessation of evening deliveries. They have no say regarding deliveries.</p> <p>ACTION: Jayne to put Sylvia in touch with the ICB Procurement Director to discuss further.</p>
4.	Practice Matters and Feedback
4.1	<p>Primary Care Challenges - Practice nurse Jess will be leaving in March. The practice is looking to recruit a full-time practice nurse. Practice nurse Lucy is going on maternity leave in May. This obviously leaves the practice with temporary reduced practice nurse capacity.</p>
4.2	<p>Booking Process for Long Term Condition (LTC) Reviews - As a result of patients feedback a new booking process for these reviews has been introduced, reducing the amount of associated appointment slots. Patients will be invited via text to receive a review in their birth month. Step 1 – Patients will have their blood test(s), foot checks as appropriate. Step 2 - A review of the patients record by a practice nurse to see which professional will carry out the face to face review, i.e. nurse, pharmacist or Dr. After being piloted with patients who have Diabetes as a LTC, this is working well, this triage approach has been extended to all LTC's. The process is displayed on the waiting room blackboard.</p> <p>NHS Health Checks are separate and are undertaken to identify patients that could be at risk of a LTC. These are undertaken every 5 years for patients aged 40–74 years who do not have a pre-existing LTC.</p>
4.3	<p>Non urgent appointments Patients are encouraged to make advanced appointments for non-urgent issues rather than calling on the day by contacting reception after 10am or via the NHS App.</p>
4.4	<p>Appointments Last month the practice offered 5389 appointments, there were 243 DNA's (4.5%) WASTED APPOINTMENTS.</p>
4.5	<p>Patient feedback Several members recounted positive experiences of GP contacts & asked Ros to thank the staff.</p>
5.	Nottingham and Nottinghamshire Integrated Care System (ICS)

	<p>Nottingham and Nottinghamshire ICS newsletter In the January edition, (click here to access), updates on how we are working towards the government's 'three change programmes: - analogue to digital; hospital to community; & treatment to prevention. Also included, Digitising Social Care Programme and the latest on the new Mansfield Community Diagnostic Centre.</p> <p>East Midlands Ambulance Service (EMAS) are undertaking a study on Improving Pain Management for Children and Young People attended by an Ambulance (PANDA) & want to hear the experiences of children aged 4-17 years who have needed an ambulance to help with their pain. Find out more about the study and how to participate here.</p> <p>Would you like to shape pneumonia research that is carried out in the future? - If you have been diagnosed with pneumonia, or cared for someone who has had it, the James Lind Alliance is asking for your opinions. Follow this link to a short survey where you can send your ideas for research priorities.</p>
6.	<p>Integrated Care Board revised strategy – “what this means for patients” - Carried over to next meeting.</p>
7.	<p>Chairs Reports</p> <p>Ladybrook Community Centre (offers health & wellbeing services, support groups and activities) is looking at ways of joined up working, identifying gaps in services and is looking for funding and maintenance. A programme of events Patients can access can be found here. Ladybrook is linked with the Rosewood Social Prescribers as some of their activities run from this venue</p> <p>Social Prescribers Links and updates – Sylvia has spoken with Andy Simpkins who forwarded posters of all their activities that patients can access. These are already on one of the waiting room noticeboards.</p> <p>Action: Sylvia to invite a social prescriber to our next meeting to tell us more about their service.</p> <p>Mansfield CVS Members Breakfast Networking Event is on Wednesday 26th February at John Fretwell Centre, Sookholme 8.45 am–12.30 pm. To book , email info@mansfieldcvs.org or ring 01623 392444.</p> <p>Kings Fund Webinar - discussed Launch of the 10-year Development Plan* in the spring which will focus on i) Sickness to Prevention ii) Hospital to Community & iii) Analogue to Digital. The Government will identify Departmental allocations for their 3-year spending review.</p> <p>Legislation relating to Health passed includes i) Assisted Dying Bill ii) Tobacco & Vaping Bill iii) Mental Health Act changes iv) Fair pay for Health & Social Care Workers v) Dates Setting Standards in Health & Social Care.</p> <p>Devolution Agenda -Combined Local Authorities with elected Mayors' (East Midlands) will sit on the Integrated Care Boards (ICBs) for planning of Health and Social Care at local level. A 2.8% pay rise for public sector and Health & social care workers has been suggested.</p> <p>NHSE PPG On line Champion Event – Jayne and Sylvia attended this workshop to provide contribute to feedback on the NHS 10 year development plan*</p> <p>Mid Notts PPG Forum – Sylvia attended this inaugural meeting and gained useful information and training provision including health and safety and safeguarding. Also offer reduced rate DBS.</p> <p>Increasing NHSApp usage - Ros and Jayne have joined a task and finish group to increase the uptake and use of the NHSApp to help patients self-care where appropriate which in turn makes better use of NHS resources. As part of this, we are hoping to get access to NHSApp champion training for PPG members. Digital Notts/SFHFT held digital support sessions for the general public at Mansfield Community Hospital during January. These have been very successful. A very successful digital hub was held at Mansfield library on January 23rd. Further sessions are being discussed with library staff. Lots of work is centering on how patients who do not come to the GP surgery can be reached to promote the NHSApp.</p>
8.	<p>Petty Cash Balance – Confirmation received from the bank that the account has been closed. There has been no spend against the £50 petty cash.</p>
9.	<p>Queries regarding Acronyms used during the meeting</p> <p>ICS (Integrated Care System) – partnership of organisations that plan & pay for local healthcare services.</p> <p>ICB (Integrated Care Board) – a statutory NHS organisation responsible for planning and funding local NHS services which replaced clinical commissioning groups (CCG's).</p>
	<p>Any Other Business - Gilly Hagen & Dr Tadpatrikar meeting with MP Steve Yemm to discuss improving services for those who have severely disadvantaged.</p>
9.	<p>Date of Next Meeting - Tuesday 8^h April 2025, 6 – 8pm in Roundwood Surgery Waiting Room.</p> <p>Agenda items noted – (1) Integrated Care Board revised strategy – “what this means for patients” – Gilly Hagen and (2) Social Prescribers offer to patients.</p>