

Notes from the Roundwood Patients' Group Meeting held on Tuesday 3rd December 2024
6 – 8 pm at Roundwood Surgery, Wood Street.

1.	Present: Sylvia Porter and Jayne Birch-Jones (Joint Chairs'), Dr Tadpatrikar (Dr T), Ros Reavill, (Practice Manager), 8 members with 3 apologies.
2.1	Notes from Last Meeting were AGREED .
2.2	Matters Arising: -
2.2.1	BMA Campaign leaflet – Thanks to Arthur Lacey for rewording the document sent by the LMC, outlining information about the primary care challenges and how patients can help.
2.2.3	Car Parking – Ros reported that the new car parking arrangements were going well. No complaints have been received and the car park has been quite empty.
2.2.4	Surgery Blackboard – Phil Profitt, working with practice staff shared 3 posters that they have designed to help patients understand 1) Why Dr's are struggling; 2) About Primary Care Finances and 3) How Patients Can Help. Ros demonstrated how these would be displayed on the TV screen and took comments/suggestions which included: - <ul style="list-style-type: none"> • Increase print size; simplify language; make things stand out more; slow down the changing slides. The blackboard is going to be used to give further detail on “how patients can help” poster, and the Iceberg poster will be moved onto it as well. Monthly appointment figures to be included as before.
2.2.5	PPG Noticeboard – to be updated for the next meeting with all information laminated, in line with the recommendations made during the Practice's last infection control audit.
3.	Practice Matters and Feedback
3.1	Primary Care Challenges
	Ros reported that the emphasis has died down a little, but finances are a huge challenge particularly regarding national insurance and minimum wage increases next year . Other services continue to send work back to Primary care, which is non contracted , but this is difficult because patients are in the middle of this . An example is patients who choose to pay privately for care, who are then referred to Primary care for follow up. A reminder of services you can self-refer to e.g. Talking Therapies and Physiotherapy , see here for a list https://www.roundwoodsurgery.nhs.uk/health-information/self-referrals/ Again, it was mentioned that some patients are against some services and medication provided by GP's because the Practice receives extra money for them , and they think they are only being offered because of this. These services/medications are proven to keep people well and are preventative and will improve quality of life and ultimately save the NHS money by preventing things like Heart Disease and Diabetes.
3.2	Flu Clinics
	These were very successful and delivered 1385 vaccinations in 2 days . There are 450 vaccines left which if not used will sadly be thrown away. Patients are encouraged to have their Flu vaccine at the GP surgery rather than a local pharmacy, as otherwise the Practice loses money . The practice has already had to order next years vaccines. There was a query as to why the practice is not offering Covid vaccines. This is because it is not financially viable .
3.3	Medication Reviews
	Ros explained why medication reviews were required and that there were several types and different clinicians needed to carry them out . These include: (a) structured medication reviews by a pharmacist, looking at if medication is being taken correctly, are still required, not interacting with other medication, if they need changing to keep up with advances in treatments . (b) Practice nurses undertake long term condition (LTC) medication reviews and sometimes blood tests are required as part of these reviews. <i>(Due to reduced Practice nurse capacity and catching up from Covid, there has been a backlog of LTC reviews, but this is now being addressed as we have more capacity).</i> Practice nurses cannot prescribe, unlike Dr's and Pharmacists. (c) Contraceptive and HRT reviews are handled slightly differently . For a while, the Practice has been moving patients onto different types of inhalers to ensure they are environmentally friendly , ahead of the recent NHS England push to do this.

<p>3.4</p> <p>3.5</p>	<p>A member asked about prescribing budgets. Ros explained that the ICB holds this budget and monitors the practice on their spend. Childhood immunisations, Shingles, Respiratory Syncytial Virus (RSV), some Travel Vaccinations and Covid are provided centrally and not purchased by the practice. Whereas (Flu Travel Vaccinations are purchased by the Practice and if not used affect the practice finances).</p> <p>Staff News</p> <ul style="list-style-type: none"> • The new practice nurse, Natasha is settling in and is starting with her training for LTC reviews. Jess is back from maternity leave, so the practice nurse capacity issue is easing. • 4th Dec is change over day for the registrars. 3 new registrars and 2 Foundation doctors are starting. • Ros explained that a salaried GP has been employed for the PCN until the end of March 2025, based at Forest Medical Practice. Some Roundwood patients may be offered an appointment with him on Tues, Weds and Thurs and will see him at Forest Medical Practice. <p>Appointments</p> <p>Last month the practice offered 7161 appointments, there were 308 DNA's (4.3%) WASTED APPOINTMENTS. DNA's have increased by 13.6% from the last month.</p>
<p>4.</p>	<p><u>Nottingham and Nottinghamshire Integrated Care System (ICS)</u></p> <ul style="list-style-type: none"> • East Midlands Fertility Policy Review are looking at a standardised approach to people accessing fertility services across the East Midlands. Currently, there are differences to accessing services based on several factors. Public engagement runs from 11 Nov - 10th Jan 2025. The survey can be completed either (a) on-line here (b) over the phone on 07385 360071 (Engagement Team) (c) on-line public meetings scheduled for Thurs 12th Dec 6.30 pm – 8.00 pm or Sat 14th Dec 10 am – 11.30 am and (d) local Community Group engagement by emailing nnicb-nn.engagement@nhs.net Further details around this engagement can be found on www.nottsicb.nhs/get-involved • Accessing and using local pharmacy services - Our council carries out a survey of pharmacy services in the area every 3 years, to understand what is working well and identify areas that need improvement. Please could you take five minutes to complete the confidential survey and encourage your friends and family to do it too. Visit this link to provide your input before 31 December 2024. • “Change NHS” Changing the NHS is going to involve everyone. The Government wants to hear people's views, experiences and ideas as part of this engagement to help shape the 10 Year Health Plan for England. Please click here to submit your views. A paper copy will be included in the notes of this meeting. • “It's Ok to Ask” The local NHS wants you to play an active part in your care and treatment, based on 'what matters to you'. Making sure you understand what's going on with your health, so you can make better decisions around your care and treatment. Shared decision making is the term the NHS and healthcare use to describe this; when people and doctors, nurses or health care professionals work together to make evidence-based decisions centred on what matters to you and your goals. More information and a video can be found here. • The Online Community Self Help Directories - Notts Help Yourself (Nottinghamshire) and ASK Lion (Nottingham City)) are joining together with a relaunch in 2026. Please take a look at the current version here. <i>Kai Pitman, project team member is interested in PPG member comments.</i> <p>Action: Jayne to invite Kai to Feb meeting</p>
<p>5.</p>	<p><u>My Life Choices</u> – Gilly explained about the co production work she is involved with; this is around patient views be used as part of the commissioning process. Secondly, looking at literature going out to patients ensuring that it is understandable. Success for the group has been working with people on the Musco skeletal (MSK) waiting lists. 3 events took place (at Newark, Oak Tree and Kirkby Leisure Centres) where 25 different organisations supported and helped 480 - 500 people on MSK waiting lists. This included the Pre-op Team, Physios, Benefit Reviews, Solicitors (free living wills) and Active Notts (exercise sessions). Gilly encouraged people to self-refer to Physiotherapy if they needed it through the link on the Practice website.</p> <p><u>About Me</u> – Gilly shared this leaflet with members and explained that it aims to enable individuals to record information about what matters to them, in order that those giving support, can recognise what is important. The leaflet is available in paper form and, shortly, via the NHS App. See here for more info.</p> <p><u>PPG Chairs Training</u> - Newark CVS have been commissioned to provide training and support to PPG Chairs. Gilly is supporting this work & initial training event is scheduled for 4th Feb 25. A PPG Chairs Forum is also going to be set up to share information & good practice.</p> <p>Action: Gilly to forward information to Jayne and Sylvia.</p>

6.	<p><u>Chairs Report</u></p> <p><u>Fifth Sense Charity (Helen Rhodes)</u> – Fifth Sense works with those who have lost their sense of smell and taste. Helen has offered a virtual online meeting to provide additional information about the Charity’s services. Sylvia has linked Helen with the Social Prescribing Link Workers (SPLWs), who may support patients who could benefit from their services/support.</p> <p><u>Hospital Drug Deliveries and changes to the Contract</u> Sciensus are ceasing evening deliveries due to changes to driver contracts. This may be an issue for those patients who are not at home during the day, especially for drugs that need to be refrigerated.</p> <p>Action: Sylvia to contact ICB to make them aware of risk.</p> <p><u>Peak Pharmacy on Westgate closed in early November</u>, so all customers have been transferred to other pharmacies. This will impact Roundwood patients who have this as their nominated pharmacy when collecting prescriptions.</p> <p><u>Mansfield CVS Members Meeting/AGM – Thurs 5th December Kingsway Hall, Forest Town</u> Sylvia will attend on behalf of the PPG.</p> <p><u>Yes, Energy Solutions</u> – Sylvia has contacted the company to look at how they might work with the PCN/Roundwood patients around fuel poverty and energy saving solutions. Sylvia has linked them with the SPLWs, who may support patients who could benefit from their services/support. A drop-in advice session could be planned for our patients to access.</p> <p>You can now see your letters from SFHFT in the NHS App rather than waiting for them to arrive in the post. To help patients access these and help with other NHS App queries, Digital Drop-in Sessions are being held at Kings Mill opposite Clinic 1 at Kings Mill on the following dates: -Weds 4th December, Mon 9th December and Wednesday 18th Dec, all at 9 – 12. Monday 6th January 2025, 9 – 4pm.</p> <p>When people read their letters via the NHS App, it is saving the Trust postage and helping reduce the carbon footprint.</p> <p>SFHFT now have a Digital Inclusion Officer in post - Amy Peart-Roddiss. One of her 1st priorities is to support patients accessing letters through the NHS App</p>
7.	<p><u>Petty Cash Balance</u> - Funds have been returned from the PPG bank account with £50 being held by the Chairs as petty cash. There has been no spend against this. A letter has gone to the bank to close the account</p> <p>Action: Jayne to check with Anne Jenkins to see if she has had acknowledgement of closure.</p>
8.	<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> • A member wished to thank the practice for their fantastic support when his wife was discharged from Kings Mill and things hadn’t gone so well. • Ros reported that Dr Kathy McLean, ICB Chair visited the practice to hear about the PCN pioneering initiatives working with vulnerable patients in the area. See here for the report in the Chad. Members congratulated the Practice on their involvement led by Dr Tadpatrikar, PCN Clinical lead.
9.	<p><u>Date of Next Meeting</u></p> <p style="text-align: center;">Tuesday 4th Feb, 6 – 8pm in Roundwood Surgery Waiting Room.</p> <p>Agenda items noted –</p> <ul style="list-style-type: none"> • Integrated Care Board revised strategy – “what this means for patients” – Gilly Hagen • Online Community Self Help Directory review – Kai Pitman.