

# The Roundwell Bound EST. 2023

October 2023 Edition

**NHS**

Roundwell Medical Centre

## WELCOME:

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## IN THIS EDITION:

Welcome to the brand-new, **The Roundwell Bound**.

You can expect **The Roundwell Bound** to be updated quarterly and will be available via:



To help support NHS England to '[Delivering a net zero NHS](#)' a small batch of paper copies will be available to collect within the Medical Centre.

Within **The Roundwell Bound** you will be kept up to date on service changes, meeting our dedicated teams and other important information.

- Welcome
- Meet The Management Team
- A Message From Andrea (Patient Services Co-ordinator)
- Data
- Appointment Bookings
- Patient Participation Group
- Protected Learning Time
- Carers
- Primary Care Network
- NHS App

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Roundwell Medical Centre

## MEET THE MANAGEMENT TEAM:



Frances McKenzie  
**Business Manager**

My primary role is to ensure the effective business management and overall day to day running of the Surgery, including Access, Finance, Recruitment and Sustainability.

I have worked in Practice Management for over 20 years and prior to that in Facilities Management and Finance.

I am supported in this role by our Operations Managers – Seonaid Kay, Denise Steward & Nathan Smith.

Outside of work I have a husband and my son, daughter-in-law, and grandson, live in Scotland and we spend our time regularly visiting them.

I joined the Roundwell team 5 months ago as Operations Manager. I make sure our Patient Service Co-ordinators and Nursing Team have everything they need to be fantastic at what they do. I organise, I problem solve, I facilitate and if you ever find it necessary to make a complaint, I investigate.

This is a very close community and I feel fortunate to have the chance to get to know it better.

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Seonaid Kay  
**Operations Manager  
(Patient Services)**



Denise Steward  
**Operations Manager**  
(IT & Admin)

Having worked at the practice for 28 years, I have gained a wealth of knowledge to help me in my current job role as well as supporting all members of the Practice Team. The main aspects of my job day to day job is as follows:

**IT** - ensuring staff have appropriate set up and functioning equipment to access IT systems, troubleshooting IT problems and requesting fixes when necessary.

**Admin** - overseeing admin/secretarial staff to ensure referrals and medical reports, long term condition invitations, adult vaccination invites, cervical screening admin and NHS health checks are processed in a timely manner. Reviewing long term condition initial reviews to signpost for the appropriate follow up with clinicians. Helping to ensure we reach our targets for Quality Outcome Frameworks, Local Commissions Services and Enhanced Services.

**Reporting** - building and running reports in our clinical system, data gathering to ensure we are reaching our targets and for submitting claims.

**Research Administration** - reviewing the research study criteria to select studies that are suitable for our practice and our patients to participate in and completing all the necessary admin work for all research studies.

I undertake the Facilities Management of the Medical Centre, ensuring all aspects of the building is safe for you as patients and our workforce.

I bring 8 year's worth of general practice / primary care network knowledge and experience to Roundwell Medical Centre from my previous roles within the healthcare sector.

The responsibilities I carryout on a day-to-day basis are:

- Health & Safety Premises Risk Assessments.
- Safety Alerts.
- Social Media.
- Rota's.
- Meeting Templates.
- Accounts.
- Reporting.

During my free time, outside of work I enjoy socialising and spending time with my partner, and our fluffy friend Mr Bojangles.



Nathan Smith  
**Operations Manager**  
(Facilities)

We are here to support and guide every patient. Our aim is to ensure all have access to the most appropriate care or services that suit your medical needs.

We may need to ask you a few questions to enable us to do this, but we have seen and heard most things (we are human), this allows us to do a very busy and challenging job. We all find it very rewarding to have the chance to make a difference to your lives on a daily basis.

It might mean that your GP may not be the best person for you to see.

Did you know? We can now offer a wide range of professionals such as:

- Physiotherapists
- Clinical Pharmacists
- Mental Health Practitioners
- Dietitians
- Enhanced Recovery Workers
- Practice Nurses
- Health Care Assistants

We can signpost you to external agencies to help such as:

- Norwich Practice Walk-in Centre
- Pharmacy
- NHS 111 or Online
- Optician
- Wellbeing
- Midwifery / Antenatal Care

They call it "SIGNPOSTING"... we call it "HELPING YOU" as best we can and saving GP appointments for their need for urgent or specialist help.

Next time you are in the Medical Centre, come and see us at the reception desk and see how we can help you, your family, and friends.

Kind Regards

Your Friendly Patient Services Team @ RMC

	<b>July 2023</b>	<b>August 2023</b>	<b>September 2023</b>
Available Appointments:	7514	8588	9381

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October 2023 Edition

Booked Appointments	6003	6892	7472
DNA'd Appointments:	257	249	304
Cancelled Appointments:	322	369	534

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## APPOINTMENT BOOKINGS:

From Wednesday 1<sup>st</sup> November 2023, Roundwell Medical Centre will no longer provide GP appointment bookings via the reception desk.

The GP Partners encourage you to stay warm, stay well, stay safe this winter. Rather than standing outside in the cold, contact us in the comfort of your own home.

For all appointment enquiries, please contact our Patient Services Team on 01603 744014 (option 2).

In addition, Norwich's Primary Care Network offers an Enhanced Access Service which provides appointments on Saturdays at the Medical Centre.



Did you know that the average wait time on the telephones between 08:00am – 09:00am is:

Mon	Tue	Wed	Thu	Fri
26s	21s	18s	20s	22s

It is quicker to book an GP appointment by telephone as there are more Patient Services Co-ordinators working behind the scenes on the telephones than at the reception desk.

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Roundwell Medical Centre

## PATIENT PARTICIPATION GROUP (PPG):

Are you interested in joining our Patient Participation Group?

We would like to grow, expand & diversify our Patient Participation Group to reach all age ranges of our patient population.

Our Patient Participation Group (PPG) is a group of volunteer patients, carers, and staff who meet regularly to discuss and support the running of the Medical Centre.

Don't wait, [join our Patient Participation Group](#) today.

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Roundwell Medical Centre

## PROTECTED LEARNING TIME:

The Medical Centre will be closed on Thursday 26<sup>th</sup> October 2023 between 14:00 – 18:00 for Protected Learning Time (PLT).

Protected Learning Time (PLT) is an integral part of our staff's training and development and creates opportunities to learn about new clinical and non-clinical developments, updates to guidance and best practice whilst sharing experience and knowledge with colleagues.

If you need help or advice during these hours, please attend or contact:

[Pharmacy](#)

[NHS 111 or NHS 111 Online](#)

[Norwich Practices Health Centre & Walk-in Centre](#)

[Emergency Department](#)

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Roundwell Medical Centre

## CARERS:

Are you a Carer?

Are you looking after someone who could not manage without?

Carers provide support to people who need help with day-to-day living.

Help is available:

We are committed to supporting our patients who are carers. Speak to a member of our team to find out more about the support available to you.

Carer's Champion:

Andrea (Patient Services Co-ordinator) leads on all carer matters for the practice. Please ask to speak to them should you need any help.

Alternatively, follow the link to access 'Register a Carer' on the Roundwell Medical Centre website: <http://www.roundwellmedicalcentre.co.uk/.../register-a.../>

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Roundwell Medical Centre

## PRIMARY CARE NETWORK:

Norwich's Primary Care Network (PCN) is made up of [21 GP Practices](#).

Norwich's Primary Care Network (PCN) provides a range of services such as the [Enhanced Access Service](#), [Care Homes at Scale](#) & [Additional Roles Reimbursement Scheme](#).

## **Enhanced Access Service:**

The Enhanced Access Service (EAS) was first launched in October 2022, as part contractual change to the [Network Contact DES](#) by NHS England.

The Enhanced Access Service (EAS) operates Monday to Friday 18:30-20:00 & Saturday's 08:30-17:00 across multiple sites (including [Lionwood Medical Practice](#), [Roundwell Medical Centre](#), [St Stephens Gate Medical Practice](#), [Gurney Surgery](#), [Magdalen Medical Practice](#) & [Woodcock Road Surgery](#)) offering an arrange of appointments such as NHS Health Checks, phlebotomy, wound dressing, long term condition and chronic disease, mental health, cervical screening and physiotherapy.

## **Care Homes at Scale:**

The Care Homes at Scale (CHAS) is here to support residents with complex needs in participating care homes in and around the surrounding area of Norwich.

The Care Homes at Scale (CHAS) delivers weekly General Practitioner (GP) & Advance Nurse Practitioner (ANP) led ward rounds to care homes where demand exceeds capacity which enables patients who are medically stable to leave the Norfolk and Norwich Hospital, continue their recovery and receive reablement support in a more homely care home environment.

## **Additional Roles Reimbursement Scheme:**

The Additional Roles Reimbursement Scheme or otherwise known as ARRs was introduced and embedded within Norwich Primary Care Network in 2022.

Norwich's Primary Care Network tasked *OneNorwich* Practices to host the following ARRs and accounts for in excess of 100 staff supporting practices, which are:

Care Co-ordinators.      Clinical Pharmacists.      Physiotherapists.      Dietitians.  
Social Prescribers.

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October 2023 Edition

Download the NHS App, or open the NHS website in a web browser, to set up and log in to your [NHS account](#).

Owned and run by the NHS, your NHS account is a simple and secure way to access a range of NHS services online. You can have an account if you are registered with a GP surgery in England and aged 13 or over.

Log in to:

- Get your NHS COVID Pass
- View your health record and test results
- Order repeat prescriptions
- Manage appointments and referrals
- Access other NHS services



<b>NHS</b> Roundwell Medical Centre	<b>Joiners:</b>	<b>NHS</b> Roundwell Medical Centre	<b>Leavers:</b>
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Dr H Tahir  
Dr E Mbon  
Dr A Adegboye

GP Registrar  
GP Registrar  
Salaried GP

Thank you, Kellie, for all your support and compassion over that last year. You have been a fantastic addition to the Nurses Team, and you will be greatly missed by us and your patients.

Good luck in your next adventure, we are sure you will absolutely smash it.