

## **Future of health in Rushcliffe event TABLE FEEDBACK SUMMARY – 19<sup>TH</sup> JUNE 2025**

Delegates discussed 3 themes at dedicated tables. Here is a summary of their feedback.

### **DEVELOPING MORE SERVICES IN THE COMMUNITY**

Transport – Notts Bus on demand is very good. CVS has a shortage of volunteer drivers. Could the CVS provide transport on demand for specialist hospital appointments? Could younger people be encouraged to volunteer? Could there be a payment?

Community Services: Patient Pathway in the Community is required consistently. Are GPs part of MDTs? What is the route for referral into Occupational Therapy? More information needed on the package of care involved for patients on the community nursing virtual ward. The 2 hour response crisis care provided by the Red Cross is an amazing service.

GP referral to Leisure Centre – more publicity needed, churn in trained staff is an issue

Outdoor exercise – adult outdoor gym is starting in West Bridgford, already exists in East Leake.

Social Prescribers: access is not uniform across the Borough to the Wellbeing Hubs

### **MOVING TO A DIGITAL FIRST NHS**

NHS App: is there a delivery framework to ensure the same education is received? Needs relevant things for patients and useful things for practices. Ease of initial access needs simplifying. Ease of navigation is an issue, as the App keeps changing where functions are found.

Integration: How are you monitoring data, are you linking with practices to link this data? Same system used across the patch, not different between each practice. What about other systems such as SystemOnline, AccuRx, Rapid Health, Dr Doctor and Patients Know Best? How do these fit in? When will links be made?

Ease of use and access: non-IT literate patients need help, this offer needs to be clear. How do we identify and reach excluded groups proactively? Access needs to be simple. Follow up checkins needed to ensure unconfident patients have been able to access services digitally.

Security: Who can access patient's data? What backup plan is there when services are disrupted? What protection is there from hacking? What security safeguards are in place to protect personal information?

Local resources in Rushcliffe to support patients to get online: Rushcliffe Digital Inclusion Coordinators Matt Mumford and Georgia Kittow can help people get onto the NHS App and use their practice-specific online appointment system. 1:1 and group sessions can be booked through your GP practice or by contacting the team directly via [www.rushcliffehealth.org](http://www.rushcliffehealth.org). Libraries have trained volunteers who can help people get online and offer 1:1 and group sessions. Plus access to computer equipment and the internet which are needed to get online. The Rushcliffe Social Prescribing team and the drop in sessions every Monday morning at the Young People's centre in West Bridgford also provides local people an opportunity to ask questions about accessing services. The team can help and signpost to experts if needed.

## **BOOSTING PREVENTION SERVICES AND SUPPORT**

Key recommendations for PPGs:

1. NHS 10 year health plan prevention elements – be prepared to discuss it at PPG meetings, and get the Practice and GPs to explain their perspective and how PPG can support practice roll out initiatives.
2. Know more about the statutory bodies e.g. councils, as they are changing. And local community groups. Build links, including with local MP James Naish. And at South Notts Place as the ICB will soon expand to cover Derbys and Lincs so engagement team may be stretched. Invite community groups to PPG meetings to explain their offer.
3. Get Kai Pitman to attend your PPG group to gather insights for the Notts-wide online portal
4. Get to know more about Social Prescribing to be better able to communicate to the wider patient population