

Committee Meeting of the Friends of Parkwood Surgery,

Monday 16 January 2023 1800hrs to 1900hrs

Attendees:-

Yvonne Metcalf (YM), Chair	Present	Richard Cartwright (RC)	Present
Lloanne Lees (LL), Secretary	Present	Valerie Day (VD)	Present
Sue Durham (SD), Treasurer	Present	Ian Morris (IM)	Present
Jo Bullen (JB), Communications	Present	Hilary Lawrence (HL)	Present
Augustina Badu, Practice Manager	Present	Jacque Humphrey (JH)	Present
Simon Jackman (SJ)	Apologies	John Howard (JoH)	Present

CC	Kirsty Day, Sharon Conway, Michael Ross
-----------	---

Minutes

1. **Minutes of last meeting:** [agreed, signed by YM](#)
2. **Summary Updates**
 - a. **Open Actions (see Action List spreadsheet for full list) – key updates**

ACTION: LL – Arrange meeting to review how we better differentiate FPS and Parkwood Surgery website [Carried forwards](#)

ACTION: LL Create timetable for newsletters and texts to help surgery plan texts being issued

Ask AB whether lead times previously advised will suffice, or prefers a fixed schedule

AB to establish a Comms Officer role and confirm the name to FPS: we can then ask him whether a week's notice is OK and send requests for comms direct to him

ACTION: AB to confirm who is the Comms Officer

AB asked that we keep text message short, if they run over we double the costs

Need to keep text message to single message, 162 characters incl. spaces

We should promote events on our website, the text can then be much shorter with a link directly to the event page and avoids the surgery having to create a landing page for the details



ACTION: Identify who is responsible for maintaining gardens around the surgery

AB confirmed that surgery is responsible

VD has supplied details of gardener to AB

IM suggested that we could look for sponsor for the grounds

ACTION: FPS to help promote use of Patient Access for repeat prescriptions

LL reviewed letter issued to pharmacies

LL has compiled one-page instructions that sets out the end to end process for setting up a

Patient Access account and use to request repeat prescriptions: issued to all for review

More visual option required, and more detail for non-technical patients

ACTION – LL & RC to develop PowerPoint slide deck and set of FAQs to accompany the guide

JB asked if FPS could run a session to help patients at least request the codes? Something more practical than simply a guide, would also help with FPS visibility

ACTION - LL & YM to raise with AB at separate meeting

Need to clarify whether patients can still submit paper forms to the surgery

ACTION - LL & YM to raise with AB at separate meeting

Other clarifications needed:-

1). What is the earliest date one can e-mail a request for a repeat prescription.

Date defined on Patient Access Medication record – 1 month since last request

2). Will the patient be given an acknowledgement of received request and a date for a collection at their pharmacy.

On-screen acknowledgement that request has been submitted and received by surgery

Assumes prescription is sent direct to nominated pharmacy: if not, need to allow 2-3 working days before collecting from surgery

3). What is the contingency plan for patients that do not use the internet.

Discussed at last meeting – Surgery will identify and confirm to nominated pharmacies which patients will be exempt from this process, and can continue to ask pharmacy to submit or drop into mailbox by front door

4). How will the surgery contact patient's who do not have text or e-mail services.

Letter

5). Would it be possible to have the process of applying for a repeat prescription placed on both the Surgery's and the FPS web sites to assist in steps to complete, (either video or step by step power point.

Yes this is in development





6). Will the surgery take on the responsibility of notifying the patient when their prescription review is due if a paper prescription is no longer supplied.

LL advised that annual reviews are to be aligned with the patient's birthday, not sure about more frequent reviews: LL & YM to raise with AB

Concern raised re prescription repeats not being dealt with in 48 hours when submitted via Patient Access so patients not getting their medication on time
This seems to relate to the issues with staff sickness

ACTION: Stair Ramps – surgery to purchase, FPS to reimburse

YM to discuss with Kirsty

No update, YM to chase

ACTION: Health Talk on Mental Health – confirm date and scope so we can generate posters

Jan – IM has spoken to Faye Jerram and will also speak with DR Fernandes

Dates proposed were Thursday 16 Feb and Thursday 23 Feb: IM advised another event on 23rd so we will arrange for 16 Feb with 7pm start time once TF has confirmed availability

Scope of talk: TF to intro concept of PCNs, concept of shared resources, and intro FJ
FJ will provide an overview of the role of a Mental Health Nurse – what she can offer, appts available, adults (18+) does not cover dementia for example

Is this in-person or hybrid?

Committee agreed that we need to move towards hybrid meetings but not sure that 16 Feb allows enough time to plan, there are many variables to consider.

Need good internet, 2 PCs, separate camera, microphones, someone to manage content presentation, someone to manage online Q&As, etc. so needs planning and testing

Note that FPS Zoom is limited to 100 attendees including committee members

JB has patient who offered to help – will ask if they wish to come to next committee meeting, we need the right skills to support hybrid mtgs

ACTION: Decision re license for Raffle

Jan – raffle raised £175

In 2019 Raffle raised £308, in 2018 raised £354, in 2017 raised £358

Cost of donated prizes probably equals the money made this time, queried whether it's worth the effort. Suggestion made that we should seek more prize donations, we didn't get any this year due to current economic climate – this may also have reduced ticket sales





Not sure there is merit in going down the licensing route, but may still want to conduct raffles especially if we can increase the sales opportunities e.g. selling tickets earlier at flu clinics and health talks Oct-Dec

Agreed to put decision on hold and revisit our approach in May

b. Treasurer's Report – Jan 2023

- Bank balance £2881.02
- Cash in hand £175.00
- Total £3056.02

2022 Financial Statement prepared: if agreed, we will publish on our website

ACTION: RC to publish PDF version

c. Comms

New format - more a round-up of other published pages on the website rather than new material so our website has more purpose

please send ideas/written up pieces for other topics - wondered if it was worth promoting the ICB things Ian was involved with as we've got a connection there?

Social media - lots of material from YM and IM for January around the theme of 'starting something new', 'a better you in 2023' (or something that rhymes, 2022 was a much better sounding year for that) - pilates, seated yoga, some weight loss things, The Repair Shed (I'm familiar with their work so can endorse) etc.

d. Website

Updated for Knit & Natter and Raffle Winners

3. Chair's Comments

First of all to say a Happy New Year to everyone. It seems slightly inappropriate with all the things going on in the world but we have to keep going !! We are now into 2023 with daily news about the crisis in the Health Service at every level of operation and this sadly is the context in which we are trying to support the patients of our surgery





My thanks to Augustina and the partners for the lovely gifts we received from the surgery at Christmas. Much appreciated . It was also interesting for me to have a tour of the building on an operational day. It gave me an appreciation of the ' busyness' of the backroom and the sense of it being not dissimilar to a call centre

I have had sight of the draft of **The Hertfordshire and West Essex Integrated Care Strategy** detailed below (a couple of minor changes in the text below that I suggested for those who have read the original)

- **Give every child the best start in life**
- **Support our communities and places to be healthy and sustainable**
- **Support our residents to maintain healthy lifestyles**
- **Enable our residents to age well and support people living with dementia.**
- **Improve support for people living with life-long conditions, long term health conditions, physical disabilities, and aiming to improve the support their families receive.**
- **Improve our residents' mental health and outcomes for those with learning disabilities and autism**

I was pleased to see that it encompasses children through to the elderly as I have been long concerned that there is often focus on those of us who are getting on a bit ! It struck me that these aims and objectives are a good starting point for our discussions about future work with patients and the surgery. Obviously a discussion for us to have.

4. Practice Manager's Comments

JAN –

- Repeat Prescriptions process – see Actions
- LL & YM to arrange meeting with AB to clarify details

Queries FPS has received from Patients

- One patient requested more higher-seated chairs in the waiting room
FPS helped to fund the few already there, can we offer to fund a few more?
JAN – also suggest that high chairs are not placed together in the reception area
Can we purchase? LL & YM to raise with AB
- One patient enquired if there was a way for patients to reply to texts rather than go via a link as not all phones are smartphones
LL & YM to raise with AB





5. FPS Recommends & FPS Explains Surgery Booklets - Revamp for 2023

FPS Explains

Updates will be needed re repeat prescriptions, to be revised once details have been shared with FPS

[ACTION: review booklet to identify other updates or changes required](#)

Jan – carried forwards

FPS Recommends

Online only: website section needs updating and expanding - separate web page for each event

ACTION: All to review what is currently in FPS Recommends and help expand the options we promote for 2023

LL to create poster/leaflet

Dec – both items carried forwards, content to be collated

Jan – [still waiting for options we wish to promote to be confirmed](#)

6. FPS Event Planners

a. Feb FPS Health Talk – Mental Health

YM to speak with TF to confirm dates and scope so we can update the planner

- Faye Jerome senior mental health nurse for PCN, she will provide talk in February
- Dr Fernandes will preface the meeting to explain the various roles and functions
- Event Planner drafted

[JAN – see Actions](#)

b. Pharmacist Health Talk

explain what they can deal with so patients more comfortable approaching them, which may alleviate some demand for appointments

[Jan – carried forwards:](#)

[Confirm this is viable option, create Event Planner](#)

c. Box Moor Trust

[Carried forwards](#)

d. 2023 Flu Clinics

[Carried forwards](#)





7. AOB

- YM advised we may change format of next meeting so everyone has opportunity to speak, to be confirmed
- HL raised concern that patients are struggling to understand the difference between FPS and the practice, committee members are being approached about issues that we cannot assist with, and asked for help in making this clearer
e.g. can we issue a letter that explains difference between FPS and the surgery
we need to raise our visibility and clarify our purpose with tangible outputs where possible
 - Add to Feb agenda
 - LL suggested we add FPS slides to the screens in-surgery
 - AB to confirm format/size/resolution required, LL to create

8. Date of next committee meeting: **Monday 20 February 2023, 1800hrs, Parkwood Surgery**

9. Meeting closed at - 1915hrs

