

Committee Meeting of the Friends of Parkwood Surgery,

Monday 20 February 2023 1800hrs to 1900hrs

Attendees:-

Yvonne Metcalf (YM), Chair	Present	Richard Cartwright (RC)	Apologies
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 (AB), Practice Manager	Present	Jacque Humphrey (JH)	Present
Simon Jackman (SJ)	Present	John Howard (JoH)	Present
Peter Allen (PA)	Apologies		

CC	Kirsty Day, Michael Ross
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Minutes

- **Minutes of last meeting:** [agreed, signed by YM](#)
- **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 pending tonight's discussion](#)

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

[Confirmed that MM is our comms contact](#)

[AB requested that we restrict texts to max. 162 characters to keep costs down](#)

[LL has draft text format \(does it have to start "Dear Patient" ?\)](#)

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

[FPS published collateral but faced a lot of negative feedback, there was no surgery comms to back up the message being given](#)

[JB has sought clarifications from AB, Q&A doc to be shared with AB so it can be published on surgery website](#)

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

[YM to discuss with Kirsty](#)



ACTION: More Higher-seated chairs, can FPS help with costs

YM to discuss with Kirsty

ACTION: Create FPS slides to present on digital screens

Drafted, to be updated to clarify messages.

Still need confirmation of format required for screens

b. Treasurer's Report – Feb 2023

- Bank balance £3053.62
- Cash in hand £22.00
- Total £3075.02

2022 financial report published (wording on webpage still says 2021!)

c. Comms

- Feb newsletter published 11th Feb - promoted via socials. Features promotion of health talk, St Albans podcast health talk, round-up of Jan social media posts (New Year, New You), link to PatientAccess guide
- request for surgery text out on 13th Feb - no response
- many queries from patients via social media about PatientAccess - queries sent to AB and clarifications supplied

d. Website

- Added Jo's video link showing the steps to access online services at Parkwood Drive
- Contacted Ionos to fix an Error 404 message that was appearing on the website
- Removed the poster on the home page that was advertising the recent health talk
- I've also started work on the HWEDSG website and hope to transfer the temporary page that we have on the FPS website to the HWEDSG site soon (hwedsg.co.uk no longer points to the page on the FPS website)
- The typical number of site visitors is still around 50–80 per day, although the numbers increased to 767 on the 9th February and 1066 on the 15th February.

• **Practice Manager's Comments**

New nurses recruited, 1 started and another starts early March

GP recruited from Hong Kong, currently on 3 month placement working under Dr Shakir, and hope he will stay on after that - Dr Chu





It would be helpful if patients understood that they don't always need to see a GP, other roles such as Advanced Nurse Practitioner and Pharmacist are often better equipped to deal with their requirements.

ACTION: Update/expand the FPS booklet on the practice to help educate patients about how services have changed

LL suggested to AB that improving communications with patients to help explain how services are being delivered so they are less resistant and more likely to be understanding or tolerant of change: AB to discuss with Partners

Need to clarify the difference between repeat medication and acute medication
This is dependent on the patient and the situation

Queries FPS has received from Patients

- 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 – carried forwards

- **Review of Health Talks**

Last week's talk went very well, but only half those who booked turned up on the night

Feedback summary:-

- Everyone thought the talk was good/brilliant
- Everyone considered the information provided to be useful to them or their family
- Comments:-
 - Thank you to Dr Fernandes for explaining the situations with GPs
 - As a nurse as well as Parkwood patient, I very much appreciate that this practice - all the staff I come across – are trying to be proactive in the face of enormous challenges
 - Could we provide a leaflet on the talk subject with brief outline
LL: we used to do this: need content much earlier to provide handout
 - I am pleased I came as I found the meeting very informative: suggest you add a Community Noticeboard to your website
LL: does this means events, recommends isn't obvious on our site? Or that we need to provide different info?
- Subjects for future talks
 - Can we do a talk on re advice for patients on how they are in a democracy, can campaign for better health services
 - Motivation – how to get motivated





- Stress

The committee recognised that a lot of effort went into planning, organising, publicising and delivering this talk – many of us involved, many hours involved – and this is not sustainable.

We should:-

- *re-evaluate if talks are the right type of event*
- *consider whether we should have in-person, online or hybrid events*
- *consider how we might streamline the effort involved in organising such events*
- *consider how we increase attendance*

Committee agreed that we should put our talks on hold whilst we assess the above, and promote talks made available to us through other organisations where appropriate

- **Round Table**

Opportunity to allow everyone to speak

This section of the meeting was not recorded, to allow everyone to speak freely

Summary

Committee agreed that we should re-assess our purpose and objectives, and the ways in which we are trying to operate, in order to decide whether we need to change how we are trying to engage and support patients whilst also working with the practice

Next meeting will focus on review of our TOR in light of tonight's discussion.

- **Date of next committee meeting: Monday 20 March 2023, 1800hrs, Parkwood Surgery**
- **Meeting closed at - 1915hrs**





Items Carried Forward

- **FPS Recommends & FPS Explains Surgery Booklets - Revamp for 2023**

FPS Recommends

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

ACTION: All to identify events to expand the options we promote for 2023

LL to create poster/leaflet

FPS Explains

Updates made regarding repeat prescriptions

ACTION: review booklet to identify other updates or changes required with view to publishing updated version in 2023

- **FPS Event Planners**

- a. **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

- b. **Box Moor Trust**

Carried forwards

- c. **2023 Flu Clinics**

Carried forwards

- ***ACTION: Decision re license for Raffle – deferred to May***

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 fold and revisit our approach in May





The Friends of Parkwood Surgery

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