

**Committee Meeting of the Friends of Parkwood Surgery,**

**Monday 20 March 2023 1730hrs 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	Apologies	Ian Morris (IM)	Present
Jo Bullen (JB), Communications	Present	Hilary Lawrence (HL)	Present
Augustina Badu (AB), Practice Manager	Not Present	Jacquie Humphrey (JH)	Present
Simon Jackman (SJ)	Not Present	John Howard (JoH)	Present
Nicola Pickett (NP), Nash	Not Present	Peter Allen (PA)	Present
Krunal Patel (KP), Nash Pharmacist	Not Present	Lily Burley (LB)	Present

<b><u>CC</u></b>	Kirsty Day, Michael Ross
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**Minutes**

- Minutes of last meeting:** [agreed, signed by YM](#)

**Notes:**

- Welcome to LB who joins the committee
- Nash Chemists requested to attend: NP and KP were due to join us at 6pm.  
ACTION: LL to extend invite for April committee meeting

- Summary Updates**

**a. Open Actions**

Please see the Open Actions report: all items carried forward

NB. We have an Event Planner for the Box Moor Trust event in September: if we wish to attend this year we should start planning now, please review in advance of April's meeting  
ACTION: LL to add event to April Agenda

**b. Treasurer's Report – Feb 2023**

- Current balance is £2889.34
- We appear to have been charged a lot more this month for our website hosting and domain name





RC clarified that there is a small increase in the monthly hosting charge, but the domain name fee is charged annually which is why the latest payment is higher

### c. Comms

- JB advised that our Twitter account has little engagement, most people follow us on Facebook, and suggested we close the FPS Twitter account  
The committee agreed  
ACTION: JB to close the FPS Twitter account  
ACTION: LL to remove Twitter handle from FPS collateral

### d. Website

- See above comment re charges

## 3. Practice Manager's Comments

N/A – AB not present

### Committee Discussion

The committee discussed FPS attempts to support the practice with the change in process for repeat prescriptions, which has been delayed to 01 April; and the difficulty in getting through on the phone to make an appointment often having to hold for 40+ minutes to get through.

FPS is very concerned about how busy and overwhelmed practice staff seem to be at the moment. We know that this is not the fault of individuals but the circumstances they are having to deal with, however it's clear that staff are struggling especially the reception staff when speaking to patients

FPS is keen to ensure that we are not adding to the pressures that staff are dealing with: this may mean that we need to take a step back and play a more supportive, rather than proactive role with the surgery for a while.

Suggestion made that YM arranges a meeting with AB to discuss the best ways FPS can support in the current circumstances, and preference for how FPS engages staff

Re: the change of process for requesting repeat prescriptions:





- FPS has created a user guide and published details on our website, the guide has been shared with the surgery for them to include on the practice website
- IM has been progressing the production of a short video to explain the use of Patient Access for repeat prescriptions, funded via the ICB and Patient Association Steering Group. A draft has been shared with FPS and with AB for review. The video is not specific to us, it's a generic version that could be shared with multiple PPGs and practices  
ACTION: all to review and share feedback to IM
- LL has also produced a short video on the same subject that could be run on the screens in the surgery waiting areas: this has also been shared with AB, MM, KD for review but no feedback so far

FPS recognises staff are very busy, so we will only proceed with these activities if AB confirms the practice would like us to do so.

We are keen to promote what pharmacists can deal with, as this may help reduce demand for GP appointments – will discuss with Nash, perhaps we can arrange a health talk, update the FPS Explains booklet issued to patients, and include comms in our newsletters. We have already been discussing a series of talks that help to raise awareness of the different clinical roles especially those shared within the PCN, raising awareness may help encourage patients to see ANP, Pharmacist etc. and again reduce the pressure on certain resources

ACTION: LL to add to April Agenda

We also discussed how to help patients to prepare for calling the surgery to make an appointment: YM advised that when she attended the surgery to make an appointment she was given a form to complete with four simple questions: could we use this as the basis to help patients know what information to provide when they call? And, can this be used electronically as a way to alleviate congestion on the phone lines? NB. Cannot be sent by email as would not be secure.

We recognised that, whilst some change had been made to the surgery website – there are now comms about the change in process for requesting repeat prescriptions – it still had out of date information and was very busy, difficult to easily locate what you need. FPS is willing to help review and offer suggestions for streamlining the website so it's easier to use, but as this feedback can date very quickly, it's only worth doing the review when we know the surgery has the capacity to spend time on updating the website.

Are there options for FPS to help spread the message about repeat prescriptions by providing a leaflet that can be made available in the surgery; Could the surgery add a few extra words to appointment reminders issued by text? We could direct patients to online information





It would be very helpful if the phone system could tell a patient where they are in the queue when phoning the surgery: not everyone can afford to hold the line for 40+ minutes so knowing their position in the queue can help them decide whether to stay on or call back later

To alleviate pressure on the phone lines, could appointments be requested by electronic form? Previous discussions suggested that the practice is planning to enable appointment booking via Patient Access but this would be for routine appointments only, clarity required about urgent appointment process.

ACTION: YM and LL to ask for meeting with AB to discuss key points from above and seek guidance on how the surgery would like FPS to engage going forwards.

#### 4. Review of FPS Financial Summary

*Copy of summary provided by SD prior to meeting*

*Item carried forward to April Agenda as requires Treasurer to be present*

#### 5. Review of FPS TOR

A review was conducted in the meeting, a summary of key points follows:-

- Section 4 to be reworded – clarify our actions and responsibilities with regards feedback shared with us, and implementation of improvements
- Amend “health” or “healthcare” to “health and wellbeing”
- Update objectives for 2023-24
- Confirm whether there is an FPS document defining financial rules we have to follow  
ACTION: LL to ask SD
- Section 5 – confirmed we would retain this section
- Section 7 – update to reflect dual approvals on payments
- Section 8 – revise having implemented our new membership approach
- Section 9 and 11 – remove “Close Friend” membership type
- Section 12 and 10 – specify role of Deputy Chair and nominate for that role
- Section 13 – confirm we will publish committee meeting minutes on our website going forwards, once approved. Minutes to be published from Jan 2023
- Section 14 – revise to define Quorum for decision making
- Section 17 – date to be revised once all agreed

ACTION: LL to update and issue the revised TOR for review and approval





We recognised that LL and JB have been in post for more than 2 years: YM asked the committee if they accept LL & JB continuing in their roles for a further term – to be confirmed by email post meeting. SD & YM are within their two-year terms

## 6. Summary

N/A

## 7. Date of next committee meeting: Monday 17 April 2023, 1800hrs, Parkwood Surgery

## 8. Meeting closed at - 1905hrs

### Items Carried Forward

## 9. 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

## 10. 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

**11. 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*

