

Committee Meeting of the Friends of Parkwood Surgery,

Monday 15 May 2023 1730hrs to 1830hrs

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 (AB), Practice Manager	Not Present	Jacque 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)	Not Present

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

- Minutes of last meeting:** [agreed, approved by LL 01/05/23 and published on FPS website](#)

- Chair Comments**

A formal congratulations to Jo Bullen for the hard work she did during the pandemic resulting in her nomination for the Royal Garden Party held earlier this month. Our post on Facebook has been very well received and has done much to boost our profile as a patients' group. I have been in touch with Heather Aylward, Public Engagement Manager from Herts Valleys CCG, and we have acknowledged the power of social media- whether we like it or not! The CCG is taking forward the use of social media as a tool to support patient groups and hence patients.

I have an ongoing concern about how we engage with our younger patients and the CCG is also looking at that. Heather's view is that it is may be difficult to engage with younger patients for say being actively involved in patient groups but their views are important, especially in times of such change.

With that, I hope that our patients might encourage their children and young adults to let us know how things are working for them and whether there are issues for which we might be able to offer support.



3. Summary Updates

a. Open Actions

Please see the Open Actions report: all items carried forward

Key Updates:-

- Arrange meeting to review how we better differentiate FPS and Parkwood Surgery website
May - LL suggested changes to words on the home page that may make it more obvious
SD suggested we use the words from the FPS Explains booklet "Produced by FPS for Patients of Parkwood Surgery"

ACTION: LL to review and provide a set of words for RC to update

JB commented that we frequently get emails from patients thinking they are emailing the surgery

ACTION: JB to set up an Auto-reply on FPS mailbox to advise anyone trying to contact the surgery that this mailbox is FPS, and how to get in touch with the surgery

- Stair Ramps & Higher seated chairs – surgery to purchase and FPS to reimburse
Action is with the surgery, still awaiting details
- FPS Slides for digital screens – on hold

b. Treasurer's Report – May 2023

- Current balance is £2879.74

c. Comms

- May Newsletter produced and published

d. Website

- 2300+ visitors to website last month
- May newsletter added
- February newsletter link moved to previous newsletters page
- April FPS committee meeting minutes link added to meet the committee page
- Twitter link removed from contacts page
- Christmas raffle winners page removed
- Out of date webinar link on events page moved to previous events page
- RC seeking to improve layout of the meet the committee page



- HWEDSG: Alan has now taken ownership of their site, temp page on FPS site was removed and link to HWEDSG site available on useful links page
- YM investigating events at WECC for possible inclusion in FPS Recommends section
May – change “Recommends” to “Signposts” and add classes to our list

4. Review of FPS 2022 Financial Summary

Copy of summary provided by SD prior to meeting

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

Deferred to May committee meeting so YM is present

May – 2022 statement reviewed and formally approved

The CoOp have contacted us to invite us to apply for their local community fund.

There are four criteria –

- Brings people together to access food
- Helps improve people’s mental wellbeing
- Creates opportunities for young people to be heard and make a difference
- Enables people to save and restore nature or tackle climate change

Committee agreed that we would have difficulty meeting any of these and keeping it running through 2024, so agreed not to submit an application this year.

5. Review of FPS TOR

April 2023 - A revised version was issued for review with the agenda, there are two areas still to be finalised,

Financial Policy

Deputy Chair

To be progressed by email prior to next meeting.

May – Finance section revised, TOR issued for review with agenda

The committee agreed content and confirmed TOR is approved

ACTION: LL to formally issue v5

ACTION: RC to update TPR on the website

Deputy Chair role – YM asked for volunteers. Committee agreed LL for this role.



6. Practice Manager's Comments

AB was not in attendance: we had expected to be introduced to the new Operations Manager this evening

ACTION: YM & LL to ask AB for a separate meeting AB to discuss outstanding issues and actions going forwards

JB and IM raised concerns that the texts requested have not been sent out: details were supplied over a week ago.

ACTION: JB to send reminder to Mitesh and Kirsty

Also to ask if having a defined schedule for issuing FPS texts would help, i.e. allocate a set amount of time at the same time each week?

In our last meeting we suggested that, when the surgery sends out texts about being closed for training, they make clear that it's for mandatory training so patients are less likely to respond with negative comments.

NB. Text sent out later that night omitted "Mandatory" or "Compulsory" so needs to be flagged again.

Actions for AB:-

- IM advised that on page 2 of or repeat prescription form the messaging had been updated but still has a reference to opening hours on 30 August – please can AB update this.
- Confirm if GP can attend these meetings going forwards

7. 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

May – engaged in further discussion about whether to continue with our raffles, and whether we obtain a license so we can sell tickets at other events.

Without prizes being donated, and with reduced sales, it is not cost effective for us to run raffles. Concern also raised about having to be accountable if we obtain a license and have printed tickets, and we'd have to be committed to attending local events to make the costs worthwhile



Agreed that we would not obtain the license.

We also agree that we are unlikely to proceed with our Christmas raffle unless circumstances change

Closed

8. Box Moor Trust Event Planning

Event Planner drafted, now needs to be fleshed out so we can prepare

Confirmation that Parkwood Surgery insurance will cover FPS at this event was received last year

IM now has forms and FPS needs to agree details so we can make our reservation

Dates: Sat 23 and Sun 24 September 2023 11am – 3pm

when discussed previously we only intended to be there on the Sunday (designated for non-commercial groups), but IM thinks we could justify being present on both days

YM & LL have suggested options for engaging our audience – colouring in pages, Operation style games etc. and small crafts that are not expensive to produce or sell

Also need to know whether this is purely FPS or if staff from the surgery will attend: previous discussions suggested that we have staff from the practice offering blood pressure checks

Note that this event occurs around the same time as the first flu clinic would usually be conducted so this could impact availability on one or both days

ACTION: AB to discuss with practice staff about this event and their availability to attend

May – no update, assume unavailable due to flu clinic

ACTION: all to review in advance of next meeting so that the event planner can be updated in advance of our meeting in May, and we can finalise details in the meeting itself so forms can be submitted

May – having made the assumption that the surgery is unable to support us at this event, we reviewed what our purpose would be, and how we would attract people to our stall so we can engage about FPS and PPGs in general

Many options proposed and logistics discussed

As AB mentioned before we are likely to have a flu clinic on the same weekend: since many committee members work full time it will be difficult to cover both events (Sat/Sun)

Whilst we agreed that we need to engage patients through wider community events, the consensus was to pass on this event for 2023

Closed



9. Pharmacists Health Talk

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

May – carried forwards

10. AOB

- AB asked whether we had considered organising an event for all Parkwood patients FPS had discussed having an AGM on a number of occasions but the logistics, whether the event is physical or virtual has stopped us going any further AB thinks we should consider a joint surgery+patient group event at a local venue, so patients can learn more about how the surgery operates etc.

For further discussion

May – carried forwards

- LL to provide updated contacts list – completed
- LL suggested that we add an Achievements section to our agenda so we capture details on positive engagement and impact, which we can then use to explain what FPS does, and use to support grant requests etc.

Agreed by the committee

ACTION: LL to add to future agendas

- VD requested an update to the K&N poster Keen to encourage more people to attend

ACTION: LL to produce new poster

ACTION: JB & RC to promote on website, in newsletter

- HL asked that we include the following, very positive aside regarding our receptionists. “Today I was witness to much kindness, empathy & understanding to a couple who were wanting to register at the surgery. The receptionist dealt with them succinctly & deftly. Regarding the many complaints we’ve received I want to say “well done Tara” We are so grateful you are one of our receptionists.”

11. Date of next committee meeting: Monday 19 June 2023, 1800hrs, Parkwood Surgery

12. Meeting closed at - 18:37



Items Carried Forward

13. FPS Event Planners

a. 2023 Flu Clinics

Carried forwards