

Committee Meeting of the Friends of Parkwood Surgery,

Monday 17 April 2023 1800hrs to 1900hrs

Attendees:-

Yvonne Metcalf (YM), Chair	Apologies	Richard Cartwright (RC)	Present
Lloanne Lees (LL), Secretary, Acting Chair	Present	Valerie Day (VD)	Present
Sue Durham (SD), Treasurer	Present	Ian Morris (IM)	Present
Jo Bullen (JB), Communications	Apologies	Hilary Lawrence (HL)	Present
Augustina Badu (AB), Practice Manager	Present	Jacque Humphrey (JH)	Present
Simon Jackman (SJ)	Present	John Howard (JoH)	Present
Nicola Pickett (NP), Nash	Present	Peter Allen (PA)	Present
Krunal Patel (KP), Nash Pharmacist	Present	Lily Burley (LB)	Apologies

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

1. **Minutes of last meeting:** [agreed, approved by YM by email, signed by LL](#)

2. **Summary Updates**

a. **Open Actions**

[Please see the Open Actions report: all items carried forward](#)

[Key Updates:-](#)

- **FPS Explains** - Updates made regarding repeat prescriptions but more details and refinement required
[ACTION: review booklet to identify other updates or changes required with view to publishing updated version in time for flu clinics](#)
- [FPS Slides for digital screens – on hold](#)
- [FPS TOR – updated following review in last meeting, but the following items still to be addressed](#)
 - [Revise finance section with input from LB](#)
 - [Deputy Chair](#)



b. Treasurer's Report – Apr 2023

- Current balance is £2884.54

c. Comms

- Twitter account closed and FPS collateral updated
- ACTION: RC to remove Twitter references from the FPS website

d. Website

- FPS Recommends – health matters webinars to be added
- YM investigating events at WECC for possible inclusion in FPS Recommends section

3. Practice Manager's Comments

AB advised that many patients have signed up to Patient Access to manage their repeat prescriptions but there has been a surge after the previous options were removed from the Parkwood Surgery website on 01 April.

AB thanked FPS for all the help being provided to advise patients of this change

AB confirmed that the new Operations Manager starts next week – invite to next FPS meeting

AB also advised that Dr Nicholas is now clinical mgmt. for PCN, so spends 2 days each week at Parkwood surgery and 2 days per week in the management role

LL asked about recent messages that the surgery was closed for training, as there have been adverse comments on FB. Others also raised concerns about various negative posts online which are troubling because Parkwood Surgery has always had an excellent reputation

AB advised that the training being conducted is mandatory training that all GP practices are obliged to complete, such as safeguarding, infection control, GDPR, etc. The surgery closes for one afternoon per month for such training, this is permitted as Protected Learning Time.

AB also advised that the surgery cannot simply decide to close: they have to ask permission and give a solid justification, such as the recent funeral of a colleague, and this is not a simple process nor is the decision to close taken lightly

NP advised that pharmacies are also required to complete this training and they manage to do so without closing.

In the past Parkwood closed for an extended time at Thursday lunch in order to cover training, perhaps this could be reconsidered: it is for each establishment to decide what works best for them



JoH suggested that patients are unlikely to oppose the surgery closing if they know it's for mandatory training and suggested including the word "mandatory" in the text messages, as this should aid understanding and tolerance.

Other Queries from Patients to FPS:-

- 2 x intending to/threatening to report surgery to CQC etc. (JB directed them to contact practice manager)
- 3 x Phone system - spending ages on the phone, no indication where they are in the queue
AB advised that this has been considered but rejected: it is dependent on the system provider and has a cost associated but was not rejected because of costs (the selection of one telephony option can preclude the use of another).
AB also advised that if patients use the new Online Consultation option they can avoid the need to telephone the surgery, even for same day appointments, so as this is used more the demand on the phone lines should reduce.

NP advised that they often spend a long time on the phone trying to get through for a medication query, other surgeries have a bypass number that pharmacies can use – why doesn't Parkwood have one?

AB confirmed that they do, details to be shared directly with Nash Chemists

- 3 x Praise for webinars
- 9 x Patient Access - found video useful BUT it lacks the 'next steps'
Some unaware until recently that this was happening - lack of communication (which is what most of the comms relates to really)
Confusion over a response from surgery which implied they needed to fill the online form, then bring docs to surgery, then attend again to collect password – process is to upload copies of the documents online so this advice needs rewording
ACTION: AB to review
- Some patients still emailing FPS with e.g. blood pressure readings, changes of address, rather than the surgery - so still an unclear distinction between the two

ACTION: FPS has open action to review our website to decide how we can better distinguish between practice and patient group.

IM raised that the surgery used to put important messages on the paper repeat prescription form but hasn't been used about the change in ordering repeat prescriptions

AB advised that most prescriptions are now issued electronically so did not expect patients to be still receiving these, but all present commented that they still received the paper repeat form when collecting repeat prescriptions from pharmacies.

ACTION: AB to add suitable message to repeat prescription paper form



IM asked that AB & MM ensure that texts are issued for webinars, as pre-diabetes webinar was missed. Confirmed that can also engage Ops Mgr from next week

4. Nash Chemist

Nash Chemists requested to attend: NP and KP join us tonight
Invites to future FPS meetings will be extended to NP, KP

Keen to work with the practice and the patient group to deliver benefits to patients

Re Repeat Prescriptions, it's still unclear whether pharmacy can process repeat requests for patients. Surgery has identified which patients can continue in this manner, but Nash has not received this information.

ACTION: AB to confirm to Nash which patients they can continue to manage repeats for

FPS is keen to offer a health talk to patients that explains what a pharmacy can offer, which may either avoid the need for a GP appointment or supplement the support being provided by the surgery

IM has approached Byrons, Nash would also be willing to be involved

5. 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

6. 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.

7. 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

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

8. Summary

- IM noted that FPS and Diabetes Group have events on 15 May – could we start at 5.30pm to allow time for those attending both to do so
- 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
- LL to provide updated contacts list

9. Date of next committee meeting: Monday 15 May 2023, 1730hrs, Parkwood Surgery

10. Meeting closed at - 7.20pm



Items Carried Forward

11. 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. 2023 Flu Clinics

Carried forwards

12. 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 hold and revisit our approach in May*