

Committee Meeting of the Friends of Parkwood Surgery,

Monday 19 June 2023 1800hrs to 1900hrs

Attendees:-

Yvonne Metcalf (YM), Chair	Present	Richard Cartwright (RC)	Present
Lloanne Lees (LL), Secretary, Deputy Chair	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	Apologies	Jacque Humphrey (JH)	Present
Madhiya Islam (MI), Operations Manager	Apologies	John Howard (JoH)	Present
Simon Jackman (SJ)	Not Present	Peter Allen (PA)	Not Present
Nicola Pickett (NP), Nash	Not Present	Lily Burley (LB)	Not Present
Krunal Patel (KP), Nash Pharmacist	Not Present		

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

1. **Minutes of last meeting:** agreed, approved by YM 18/05/23 and published on FPS website
2. **Chair Comments**

This month I have spent rather more time than I might have wished in the surgery but it has given me the opportunity to try out the new ways of accessing services on more than one occasion. My experience has been overwhelmingly positive but of course I can also appreciate how challenging it is for many patients as they get to grips with the number of changes, especially those who use their GP services sporadically.

I have had the opportunity to meet with Ms Badu, the practice manager. Our discussion was wide ranging and I was able to gain some knowledge about how the ' system ' works, an example being what happens when a request is received from a patient for a medical concern. To the outsider, it seemed very complex and it highlighted the need for staff training to ensure that everyone in the surgery is up to speed with all the changes. I was also interested to see the breadth of the training that staff are expected to complete- it's called protected learning time - much of which is there to safeguard patients' interests whenever they have contact with the surgery. The major issue is about communication and making sure that we as patients understand how the surgery works - this needs to be an ongoing topic for us in FPS



YM explained that JH has decided to stand down from the committee.

YM thanked JH for all the work she has done for FPS over the years, echoed by the whole committee.

3. Summary Updates

a. Open Actions

Please see the Open Actions report

Key Updates:-

- Arrange meeting to review how we better differentiate FPS and Parkwood Surgery website: LL provided a set of words for RC to update
Jun – Words updated: there seems to have been a significant reduction in the number of people mistaking us for the surgery. Agreed to close this action and monitor.
CLOSED

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
Jun - Completed
- Stair Ramps & Higher seated chairs – surgery to purchase and FPS to reimburse
Action is with the surgery, still awaiting details
Jun – AB or MI to advise

b. Treasurer's Report – June 2023

- Current balance is £2843.93

c. Comms

- June Newsletter – ready to go but publication delayed so we can include details of the PA mornings if that can be provided by AB or MI

d. Website

- Words on home page revised to clarify between FPS and the Surgery
- May Minutes published
- V5 of TOR published
- RC has revised the format of the meet the committee page



- Over the last 30 days the number of visitors to the website has dropped by 34% to 2102 (previous 30 days was 3201)
- The average daily number of visitors is roughly in the range of about 40-80.
- There were 453 visitors on 27th May.
- Ionos website checker gives us a rating of 90% for it's basic structure, security and efficiency.

- YM investigating events at WECC for possible inclusion in FPS Recommends section
May – change “Recommends” to “Signposts” and add classes to our list
June

- JB commented that it is difficult to find the minutes, and it would be better if they had their own page
Action: RC to add minutes to a separate page and add this to the menu structure

- Old “FPS Explains” booklet on the website has out of date info, can we delete pg8 or whole document and put message than new version will be available soon
Action: RC to update page

4. Practice Manager's Comments

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?

Jun – AB advised that MI will review and advise the best approach

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.

Jun - AB agreed

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.

Jun – update has not yet been applied, still with AB

Confirm if GP can attend these meetings going forwards



Jun - AB raised at Partners meeting

YM had meeting with AB on 13 June. Key points raised:-

- Ops Manager now in place and making a positive impact
- Issues with staffing - recruiting another GP which would take the total to 10, and a replacement paramedic
- Many changes seen recently at Parkwood have been around in the NHS for a long time but not implemented by previous management. Change is difficult for all especially if unannounced, so engaging and preparing patients for change is key going forwards
- Missed appointments – people want appointments but then don't take responsibility for them by making the time to attend or releasing the appointment so someone else can.
Perhaps this is something FPS can comment/ issue guidance on?
- AB raised with partners about a GP attending the FPS meetings going forwards, along with the possibility of Joint Event
- Sending FPS text messages – 1 week's notice is not enough due to other tasks Mitesh has
MI to look at how this could work in the future
- Sat 08 & 15 July allocated for the surgery to help patients with setting up Patient Access. FSP attendance welcomed. Discuss how best to help

Suggestion that FPS could help patients to logon to PA after the staff have provided the required access code? LL advised that this isn't appropriate - it blurs the lines between staff and FPS, and we're not all experienced at providing IT support: if we encounter a problem it may result in a negative patient experience
Instead, we might provide printed copies of the guide we created so users know how to complete the PA logon when they get home

Committee to advise Availability (9am – 1pm both days)

5. FPS Event Planners – Flu Clinics 2023

a. 2023 Flu Clinics

June – carried forwards

6. FPS Explains Booklet

In production but still needs info from the surgery to finalise the content

Also needs review by the surgery to confirm content is accurate, and that it's not going to change in the next few months

June – content expanded, we have 1.5 pages available to fill

Need more details on the roles available to complete the "Why Might I see..." section



Suggestion that we add a section on Receptionists – as they're not just receptionists
Perhaps mention the Check in terminals

Make sure we state that it's still possible to see a GP, but for some scenarios you may be better seeing nurse, pharmacist etc.

Action: LL to update and issue copy for review, and provide to MI requesting additional info and asking the surgery to review and approve content before we go to print

7. 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

Jun – carried forwards

When Nash attended this meeting recently they asked AB about a dedicated phone number to call the surgery for med queries, AB provided a number but it doesn't get answered.

LL advised this is now built into the options when calling the main surgery phone number

Action: AB / MI to advise how this call is routed or handled differently to patient calls

8. FPS Achievements

June – Patient Access video & literature

Note that Health Matters webinars on hold due to strikes

9. 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
June – AB raised with Partners. Feedback awaited
- Surgery website home page – it is still difficult to launch the Online Consultation form
ACTION: Request that the Online Prescriptions (purple) button is changed to Online Consultation



The Friends of Parkwood Surgery

REPRESENTATIVE OF ALL PATIENTS * ENABLE IMPROVEMENT * SUPPORT THE PRACTICE

- Boots @ Stoneycroft asked if GPs can prescribe meds in the box quantity to avoid having to split packets
ACTION: raise with AB, MI
- Committee recognised that FPS needs to focus on being the conduit between surgery and patients and rebuilding that relationship, but it requires representatives from the surgery to attend our meetings as we're unable to act without their cooperation and collaboration.

10. Date of next committee meeting: Monday 17 July 2023, 1800hrs, Parkwood Surgery

11. Meeting closed at - 19:00