

Committee Meeting of the Friends of Parkwood Surgery,

Monday 17 July 2023 1800hrs to 1900hrs

Attendees:-

Yvonne Metcalf (YM), Chair	Present	Richard Cartwright (RC)	Present
Lloanne Lees (LL), Secretary, Deputy Chair	Present	Valerie Day (VD)	Apologies
Sue Durham (SD), Treasurer	Present	Ian Morris (IM)	Apologies
Jo Bullen (JB), Communications	Apologies	Hilary Lawrence (HL)	Present
Augustina Badu (AB), Practice Manager	Not Present	John Howard (JoH)	Apologies
Madhiya Islam (MI), Operations Manager	Not Present	Peter Allen (PA)	Apologies
Nicola Pickett (NP), Nash	Not Present	Lily Burley (LB)	Not Present
Krunal Patel (KP), Nash Pharmacist	Not Present	Simon Jackman (SJ)	Not Present

CC

Kirsty Day, Michael Ross, Jacquie Humphrey

Minutes

- Minutes of last meeting:** [agreed, approved by YM 25/06/23 and published on FPS website](#)
- Chair Comments**

Patient Access Saturdays – last Saturday had its challenges, we received a range of queries and couldn't answer all of them so it's understandable that patients are concerned

AB advised that whilst she planned to run two more Saturdays she does not have the staff cover available, so on hold for now.

The FPS ToR has been updated to make it a little more professional, which also means that implied consent is no longer sufficient so each committee member is required to provide their acceptance of the ToR.

Review at end of meeting, signature sheet is available for those present. A copy will also be provided by email, for those not here today approval can be shared by email in advance of the next committee meeting

YM meeting with Jacquie & Pete on 26th July – donations made towards garden plant from FPS



3. Summary Updates

a. Open Actions

Please see the Open Actions report

Key Updates:-

- 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
Jul – with MI

b. Treasurer's Report – July 2023

- Current balance is £2,839.13
- Grants – all require specific purpose and costs

c. Comms

June newsletter not issued: we had waited for information about the PA mornings but info was sent by text. Now plan to issue as July newsletter but need articles: LL has suggested article providing advance notice about the extra funding generated for the surgery by getting your flu jab from the practice, and missed appointments

Queries from patients – FPS requires input from the surgery to be able to respond

ACTION: AB to provide responses to the below queries

1. Will patients whose surnames begin F-Z have time for help with PatientAccess over 2 following Saturdays? (It took 2 Saturdays to get as far as E, patients are concerned they won't have support until much later).
(note comment from Chair above)
2. Several patients have mentioned repeat prescriptions not appearing on PatientAccess. What process should they follow to rectify this
3. Will there be in-person guidance to using AccuRx?
4. Many have raised the issue of older patients not using the internet, or at the very least not having a smartphone. What provisions are being made to contact these patients re: changes at the surgery?
5. How many doctors now work at the surgery?
6. When will (or will) Gadebridge and Boxmoor surgeries be open for patients to utilise?
7. What methods can patients now use for requesting repeat prescriptions? Is it PatientAccess and paper-copy (bearing in mind some patients cannot use PatientAccess due to lack of internet/device, etc.)?
8. Could communications to patients be timed better? Info over the PatientAccess mornings being targeted at specific surnames arrived only 1-2 days before the event,



which is little time for patients to organise themselves if they have other commitments or require help from others to attend.

9. Could including 'number in the queue' information on telephone lines be reconsidered? What was the reason for discounting it as most surgeries include this? It gives patients control - they can decide if they have time or money to be 50th in the queue.
 10. What is the value of a phone appointment from a physiotherapist who then has to organise a second appointment in person? Does this save any time for what is a 'hands on' job?
- JB also asked AB that FPS is kept informed over things happening at the surgery – e.g. the PA Mornings about which we received many queries but could not answer. We can only support if we know what is going on, and being able to respond also helps patients to see FPS and the surgery working together, and may alleviate some of the discontent amongst patients being vocalised on social media and in the general public at the moment.

d. Website

- Changed “FPS Recommends” to “Signposts” – LL to create new button
ACTION: RC to remove JH from the Committee page
- Discussion about promoting classes and events: suggestion made that HL, SD write articles about attending Marta’s class and K&N and the benefits as an attendee, perhaps suggest meeting at the surgery beforehand for those who would like to attend but are worried about going alone.
Articles can be added to both newsletter and website
ACTION: HL, SD to write articles

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

Jul – YM, LL raised with AB, MI on 06/07

MI to be trained on text message system, so both MI and MM can handle the requests

Confirmed that 1 week’s notice is sufficient, future requests for texts to be sent to both MM and MI



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

Jul – actioned, Closed

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

Jul – YM, LL raised with AB on 06/07, AB to correct the text

Confirm if GP can attend these meetings going forwards

Jun - AB raised at Partners meeting

Jul – YM, LL raised with AB on 06/07, AB has discussed with partners and agrees this should happen, it will be addressed once GPs have bandwidth to attend

They will also review who is best placed to attend our committee meetings, may be better to have GP as constant representative so ToR updated to allow this.

YM advised that the surgery rep does not need to be available for the whole meeting, and that other staff can also attend to share their views and suggestions for FPS

- 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?

Jul – JB to add to newsletter

- 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)

Jul – HL attended first one, LL & YM attended the second.

Seemed to be well received by most but it needed more advance information about what PA was for, why people needed to sign up, what the benefit was if they didn't need repeat prescriptions etc.

Also need to tell patients that the next two are cancelled...



5. FPS Event Planners – Flu Clinics 2023

a. 2023 Flu Clinics

June – carried forwards

July – first delivery of vaccines due 25/26 Sep so first clinic likely to be 30 Sep, To be confirmed. FPS planning can be deferred to August

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

Jul – Content updated and shared with AB, MI for review

Suggestion to add info about the NHS App, being clear about symptoms when using the Online Consultation form, and clarify how those request are handled i.e. text v phone call, routine v urgent etc.

ACTION: AB & MI to consolidate and provide feedback to LL

Suggest that we print a smaller number this year, only provide physical copies to those without PCs, instead have one-page leaflet promoting our website asking users to view online or download a copy

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 forward

Jun – carried forward

Jul – carried forward

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

Jul – confirmed that bypass number is for emergencies only – hospitals and paramedics

Pharmacies have to call the main number and select the option via the menu

8. FPS Achievements

June – Patient Access video & literature

Note that Health Matters webinars on hold due to strikes

Jul – supported PA mornings

K&N group continues

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
Jul – with AB
- 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
Jul – YM, LL raised with AB, MI on 06/07 – Green button is linked, but when viewed on mobile phone it's at the bottom rather than the top, seeking assistance from developers to address this
- Boots @ Stoneycroft asked if GPs can prescribe meds in the box quantity to avoid having to split packets
ACTION: raise with AB, MI
Jul – YM, LL raised with AB, MI on 06/07 – with AB
- TOR reviewed and attendees signed acceptance
TOR to be sent to remaining committee members for formal acceptance
TOR to be shared with AB, confirm that she can provide to partners
- Add review of website to next meeting agenda



The Friends of Parkwood Surgery

REPRESENTATIVE OF ALL PATIENTS * ENABLE IMPROVEMENT * SUPPORT THE PRACTICE

10. Date of next committee meeting: [Monday 21 August 2023, 1800hrs, Parkwood Surgery](#)

11. Meeting closed at - [1915hrs](#)