

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

**Monday 21 August 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	Apologies	Ian Morris (IM)	Apologies
Jo Bullen (JB), Communications	Present	Hilary Lawrence (HL)	Present
Augustina Badu (AB), Practice Manager	Apologies	John Howard (JoH)	Present
Madhiya Islam (MI), Operations Manager	Present	Peter Allen (PA)	Present
Nicola Pickett (NP), Nash	Not Present	Lily Burley (LB)	Not Present
Krunal Patel (KP), Nash Pharmacist	Not Present	Simon Jackman (SJ)	Not Present

<b>CC</b>	Kirsty Day, Michael Ross, Jacquie Humphrey
-----------	--

**Minutes**

- Minutes of last meeting:** agreed, approved by YM 24/07/23 and published on FPS website
- Chair Comments**

FPS ToR – thank you to everyone who has confirmed their acceptance: LB has been contacted but no response.

August is always a quiet month but we've been beavering away working on the major topic, that of communication with the surgery. We're recognising that in order to be effective in any way, we need to have good communication with the surgery and this issue is reflected in many of the comments we receive from patients. I have to thank Jo for her diligence in answering queries from the website and Facebook. What comes over too is that some patients are still unaware of the recent changes in for instance getting repeat prescriptions. Whilst we are not able to answer personal queries, we are able to pick up issues arising from any queries, one example this month, data protection. The flu jab season is upon us. We have already picked up on the confusion in the texts people have received. We are preparing for FPS presence at the flu clinics and hopefully this will give the opportunity to meet directly with patients

Steer from ICB comms re wellbeing and taking responsibility for own health is one that helps FPS with the sort of activities we should be focussed on



### 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  
Aug – MI seeking confirmation of supplier for chairs, will then obtain quote for both

#### b. Treasurer's Report – August 2023

- Current balance is £2,834.33
- Grants – all require specific purpose and costs  
Carried forwards

#### c. Comms

- AB provided updates to patient queries and JB has responded to individuals
- Newsletter – currently includes:-  
feedback from the surgery (on: using AccuRx/PA/why the PA Sat sessions were discontinued; medications missing from repeat prescriptions; staffing numbers/website being updated; use of Boxmoor and Gadebridge surgeries); usual stuff about accessing old webinars etc. and webinars organised by HCA, HWEDSG
- **Survey feedback review – Key Findings**
  - More work to be done around publicising the website and the items on it
  - Desire for face-to-face events, including one in conjunction with the surgery
  - Strong sense that FPS needs to (continue to) act as an intermediary between surgery and patients
  - Clear concerns over many changes, which need conveying and 'selling' more effectively





- **What would you like to see FPS doing more of (Summarised)**

<p><b>Support with surgery changes</b>  <i>Help with filling in forms for the NHS app</i>  <i>Provide clear procedures for use of necessary websites, how to see a doctor, prescription renewal etc.</i></p>
<p><b>Target more demographics</b>  <i>Engaging with younger people</i>  <i>Hold an AGM to enable other patients to either join the committee or offer their skills to enhance the patient experience.</i></p>
<p><b>Act as a bridge between surgery and patients</b>  <i>Maybe intermediary between surgery &amp; patient</i>  <i>Putting pressure on the surgery to do better. And holding them to account when the service is sub par.</i>  <i>Supporting us in communicating with the surgery</i>  <i>Liaising with the surgery so that any changes can be explained prior to implementation.</i>  <i>Communication and influencing. Bring the voice if the patient</i>  <i>Making sure patients views are passed on to Packwood drive</i>  <i>Support patients more</i>  <i>Not sure of where the Boundary would be for talking about Health Care Issues and FPS as in what happened or didn't happen with the Assistance with filling out the Request for our individual Patient</i>  <i>Access to being able to Register for Repeat Prescription and Access to out Patient's Records.</i>  <i>Keeping me informed of changes at the surgery and putting our concerns to them</i></p>
<p><b>Organise health talks</b>  <i>Face to face talks/meetings. Have attended these in the past and found them useful</i>  <i>Any chance of a Stoma support group</i>  <i>Put on talks so that patients with long term health difficulties can self-manage their health concerns. Also involvement with doctors educating patients to be proactive in improving their health</i>  <i>Advice on healty lifestyles and the benefits thereof. But not for me of course!</i></p>
<p><b>Seek information from the surgery</b>  <i>Provision of a list of the practioners at Parkwood Surgery-</i>  <i>Nothing, you are doing great Just keep on keeping us in touch. Some onfo on recent staff changes in the practice and info on what they are expecting in the coming months would be helpful. Lots f staff changes and not much info from the practice has been disconcerting</i>  <i>Want to know why it is so difficult to see a doctor</i>  <i>When sending new messages don't send old ones too</i>  <i>Improvement results published, show the patients that PDS is a learning organisation striving to improve. You said, we did</i>  <i>Answering the phones instead of waiting 57 minutes one day 45 minutes the next day and 53 minutes the 3rd day before I got answered</i>  <i>Finding a way to make it easier to get appointments.</i></p>

All to review feedback and propose actions – to be progressed/discussed via email prior to next meeting, so final decisions can be made in the meeting

- **Clarity re use of Gadebridge and Boxmoor surgeries**  
 IM confirmed that these locations are being used by staff, but are not fully utilised for in-person appointments yet due to the need to have both receptionist and clinician on site. This will improve going forwards





#### d. Website

- ACTION: RC to remove JH from the Committee page  
**Aug - completed**
- 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**  
**Aug – completed, published**
- Review of website – to be scheduled for September meeting

#### 4. Practice Manager's Comments

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

Aug – still recruiting: new GP started, paramedic started, clinician pharmacist, recruiting for other roles to reduce admin conducted by GPs and free time up for appointments

Now have 9 GPs, 3 nurses, 2 health care assistants

Looking for advanced nurse practitioner

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

Aug – carried 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?**  
Jul – JB to add to newsletter





Aug – include in newsletter

Clarify process for cancelling appointment – can respond to text message reminder, call

- 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 ae cancelled...

Aug – PA mornings on hold, more will be scheduled subject to staff availability

## **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

Aug – AB confirmed the following provisional dates, but only expect to run three dates:- Saturdays 07 Oct, 14 Oct, (21 Oct), (28 Oct), 04 Nov

Invites will be issued to patients once delivery dates for vaccines have been confirmed  
Committee raised concerns over texts that some have received to book their flu jab: this is different to previous years and suggests a different approach to how the clinics will run

MI confirmed that the flu clinics will run no differently on the Saturday mornings: asking patients to book is an attempt to reduce the admin effort needed on the day, and ensure that we avoid long queues. It's not a problem if patients turn up at a slightly different time or haven't pre-booked their flu jab

The committee commented that this seemed to be an unnecessary step, it hadn't proved necessary in previous years, and if patients have to book then they may be inclined to book to get their jab at a chemist etc. instead, the result of which is the surgery missing out on the additional funding they get for issuing flu vaccines





Committee also commented that the text asks patients to book via PA but were unable to do so: this is because PA only holds the next 6 weeks appointments schedule, and the flu clinics are more than 6 weeks away. Patients can phone the surgery to book

ACTION: FPS to confirm availability to attend and support on each date

NB. FPS booklet/leaflet still dependent on input from the surgery

ACTION: MI to obtain final clarifications and confirm to LL (see next item)

## 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

Aug – AB provided feedback to LL, booklet has been updated but is still waiting for a couple of items to be clarified and the booklet to be “signed off” before we can publish

Clarifications are now urgent so there is time to finalise, publish and go to print prior to flu clinics

ACTION: MI to confirm remaining details

LL has drafted leaflets to hand out instead of booklets, to be supplied for review

LL also proposed an appointment preparation form, too expensive to print as a notepad but perhaps we can print as leaflets and hand out as a bundle, can also publish template on our website. Copy to be supplied for committee to review





## 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

Aug – carried forwards

## 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

Aug – completed survey, discussed future actions

Online Consultation box on surgery website repositioned as recommended

## 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  
Aug – the logistics and effort involved in organising one large event means that is unlikely to be feasible.  
Based on our survey feedback LL suggests a series of smaller events using our health talk format but focussing on how the surgery operates, what's changing etc. – Dr Fernandes talk earlier this year was very well received. Talks can be in person, and we can record a version based on the same slides with voiceover to make available online  
ACTION: LL to outline structure for discussion
- 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

Aug – completed

- 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

Aug – no update

- 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  
LB still to "Accept"

**10. Date of next committee meeting: Monday 18 September 2023, 1800hrs, Parkwood Surgery**

**11. Meeting closed at - 19.12pm**

