

Committee Meeting of the Friends of Parkwood Surgery,

Monday 18 September 2023 1800hrs to 1900hrs

Attendees:-

Yvonne Metcalf (YM), Chair	Apologies	Richard Cartwright (RC)	Present
Lloanne Lees (LL), Secretary, Deputy Chair	Present	Valerie Day (VD)	Present
Sue Durham (SD), Treasurer	Apologies	Ian Morris (IM)	Present
Jo Bullen (JB), Communications	Present	Hilary Lawrence (HL)	Present
Augustina Badu (AB), Practice Manager	Apologies	John Howard (JoH)	Present
Madhiya Islam (MI), Operations Manager	Not 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)	Present

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

1. **Minutes of last meeting:** [agreed, approved by YM 28/08/23 and published on FPS website](#)

2. **Chair Comments**

[N/a](#)

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
 Sep – [Awaiting purchase by the surgery](#)



b. Treasurer's Report – September 2023

- Current balance is £2,829.53
- Grants – all require specific purpose and costs
Carried forwards

c. Comms

- September newsletter issued and published on our website

Next one scheduled for October, please provide articles

• 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>Support with surgery changes <i>Help with filling in forms for the NHS app Provide clear procedures for use of necessary websites, how to see a doctor, prescription renewal etc.</i></p>
<p>Target more demographics <i>Engaging with younger people Hold an AGM to enable other patients to either join the committee or offer their skills to enhance the patient experience.</i></p>
<p>Act as a bridge between surgery and patients <i>Maybe intermediary between surgery & patient Putting pressure on the surgery to do better. And holding them to account when the service is sub par. Supporting us in communicating with the surgery Liaising with the surgery so that any changes can be explained prior to implementation. Communication and influencing. Bring the voice if the patient Making sure patients views are passed on to Packwood drive Support patients more 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 Access to being able to Register for Repeat Prescription and Access to our Patient's Records. Keeping me informed of changes at the surgery and putting our concerns to them</i></p>
<p>Organise health talks <i>Face to face talks/meetings. Have attended these in the past and found them useful Any chance of a Stoma support group 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 Advice on healty lifestyles and the benefits thereof. But not for me of course!</i></p>
<p>Seek information from the surgery</p>



*Provision of a list of the practioners at Parkwood Surgery-
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
Want to know why it is so difficult to see a doctor
When sending new messages don't send old ones too
Improvement results published, show the patients that PDS is a learning organisation striving to improve. You said, we did
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
Finding a way to make it easier to get appointments.*

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

Sep – the feeling is that our proposal for a series of talks on changes at the surgery, and how to use new systems etc. would address many of the concerns raised in the feedback, see AOB.

We should also consider how we can engage with different cohorts, for example younger patients. Can we work with the surgery to identify key phases where we might see younger patients and use this as a means to get them interested in the patient group, e.g. targeting comms at 18 year olds going to university who are advised to get the meningitis vaccine?

SJ asked if we can find out from the surgery the numbers of patients who should be using Patient Access etc for repeat prescriptions but are not signed up, so we know the size of audience to be targeted?

JB advised that we're still receiving a lot of complaints about the changes to how patients contact the practice for appointments. Frustrating that option to request an urgent appointment a) disappears at 4pm and b) isn't available out of hours – not everyone has access to a PC during the working day so they have to take time off work just to make the request, as well as then taking time off for an appointment.

Can we ask the surgery to modify the wording to say these requests will only be viewed during surgery hours, but then allow people to submit at any time?

ACTION: LL to raise as no surgery representative at the meeting.

d. Website

- Review of website – to be scheduled for September meeting
Sep – the meeting conducted a review of the live website

Actions for RC:-

- Amend the drop down menu item “meet the committee” to have 2 “t”s
- Update the HCA October webinar entry to say it's been cancelled



- Check home page as image seems to overlap buttons on the left when viewed on a standard laptop screen
- Update the Membership page to remove “From September 2022” and rephrase the first line to “All patients of Parkwood Drive Surgery are automatically enrolled...”
- Where hyperlinks are used, denote these with Bold and Underlined text so that we’re not relying solely on colour to make them obvious
- Under News, remove the link to News from the Surgery and retire the associated page

Actions for JB:-

- Review the Cost of Living 2022 page and update or retire the content

The meeting also noted that the Surgery website also contained a number of pages that were out of date.

ACTION: LL to identify actions items and share with MI

4. Practice Manager’s Comments

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

Sep – no representation from the practice

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)

Sep – confirm dates and availability

No representation from the practice but assumption made that the first two dates are going ahead, as committee members have appointments confirmed

Availability for 07 Oct – LL, VD, HL, JB, JH, and YM

Other dates are 14 Oct, (21 Oct), (28 Oct), 04 Nov – to be confirmed

FPS Booklet completed and published online, folded leaflet also completed and printed in preparation for the flu clinics. LL to print a small number of the booklets but only for patients who are unable to view the booklet online

Surgery to direct new patients to the FPS website for the booklet.

PA doing Macmillan coffee morning at community centre week on Tuesday, 26 September

ACTION: RC to add details to FPS website

6. 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
Sep – carried forwards

7. 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
Sep – newsletter, webinars, User guide for Online Consultation, New version of Guide to Surgery Booklet, leaflet for issue at flu clinics, news cascade from external sources, appointment preparation form published

8. 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
Sep – proposal shared with committee members after August meeting
Agreed in principal
ACTION: LL to expand on proposal so it can be presented to the surgery for comment
- 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

Sep – 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”
Sep – LB still to accept
- Concern re lack of response to online consultation requests
JH mentioned that he had submitted a number of request but had no contact from the surgery in response.
LL suggested that he phone the surgery to confirm the requests had been received, since they are supposed to respond within 48 hours – this was tried but unable to get through after waiting for more than 45 minutes

Unable to raise as no surgery representative present

- [Gov introducing change in March 2024](#) whereby all surgeries will have digital phone lines, designed to make booking appointments easier.
Patients will no longer hear the engaged tone, and find out how their request will be handled on the day they call rather than being told to call back later: urgent requirements to result in same day appointment, non-urgent appointments to be offered within 2 weeks, or be referred to a pharmacy or 11.

Question to AB, MI: Please can we have an update on what this means for Parkwood surgery?

9. Date of next committee meeting: Monday 16 October 2023, 1800hrs, Parkwood Surgery

10. Meeting closed at - 19:14