

Committee Meeting of the Friends of Parkwood Surgery,

Monday 16 October 2023 1800hrs to 1900hrs

Attendees:-

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| Yvonne Metcalf (YM), Chair | Present | Richard Cartwright (RC) | Apologies |
| 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) | Not Present |
| Augustina Badu (AB), Practice Manager | Not Present | John Howard (JoH) | Not Present |
| Madhiya Islam (MI), Operations Manager | Not Present | Peter Allen (PA) | Apologies |
| | | Simon Jackman (SJ) | Not Present |

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| CC | Kirsty Day, Michael Ross, Jacquie Humphrey |
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Minutes

- Minutes of last meeting:** [agreed, approved by LL 21/09/23 and published on FPS website](#)
- Chair Comments**

October has been a busy month for us with supporting the surgery with the flu clinics. Many thanks to those committee members who came along- warm one day and freezing the next. It's always a good opportunity to meet fellow patients face to face as well as catching with each other in a less formal way. There were more challenges than in previous years so it will be interesting to think about what happened with the practice staff - both mornings had their own different issues. What went really well were the toys for children - lots of smiley faces! The month has highlighted again how important it is to continue working on communication with the practice. This remains the most vital component in helping us to meet our terms of reference in being the liaison between the patient group and the practice. A challenge is still how we engage with a wider audience and again this is ongoing for us as a committee

- Summary Updates**

- 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

Oct – Ramps selected, surgery to purchase £174 Inc. VAT and FPS to reimburse

Chairs £200 each with minimum order of 20 so seeking alternative supplier

- Booklet complete and published: surgery will copy our folded leaflet and direct new patients to FPS website: closed
- TOR – all but one has signed, assume they no longer wish to be a committee member: closed

b. Treasurer's Report – October 2023

- Current balance is £2705.94
- Cash in hand is £102 (collected at flu clinics)
- Grants – all require specific purpose and costs
Carried forwards

Observation made that we now need to consider carefully any spend, as we have no obvious source of income.

Raffles no longer generate the return they used to, we're not running regular events at which to collect donations, and grants require specific projects to be identified and reported on

New ideas needed

c. Comms

- October newsletter – being compiled
Add Knit & Natter reminder

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

[Oct – all complete except URLs](#)

Actions for JB:-

- Review the Cost of Living 2022 page and update or retire the content
[Oct – carried forwards](#)

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

[Oct – carried forwards](#)

[Feedback received about the Surgery’s recorded phone message – the Parkwood surgery website address given is incorrect.](#)

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

[Oct – no representation from the practice](#)

[ACTION: YM to arrange meeting with AB](#)

- 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

Oct – no update

- 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
Oct – no update
- **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?

Oct – no update

5. FPS Event Planners – Flu Clinics 2023

a. 2023 Flu Clinics

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.

Oct – 07 Oct clinic was very slick, FPS raised £35.50 and the toys were a great hit

14 Oct – FPS raised £67, toys very well received, more on order

Assumption that next/last flu clinic is 04 November



ACTION: YM to confirm date(s) for other flu clinics

ACTION: committee to advise their availability once date(s) confirmed

Feedback re flu clinics so far:-

- 07 Oct – 1190 flu jabs given, 14 Oct – 1139 flu jabs given
- Patients received mixed messages about turning up - some had booked 1-minute appointments, other told to arrive between 10-11am
- Those who booked 1 minute appointments were not happy that they still had to queue
- The length of queue and waiting time was much longer than in previous years, the queue didn't move as fast, and not everyone waited
- Car park was less busy this time after asking people to walk, but many unprepared for having to wait in the cold
- Slower queue may have been partly caused by fewer staff being available due to illness. FPS observed that patients were removing coats etc as they progressed through the surgery so little delay once in the consulting rooms
- Slow queue may also have been partly a result of patients who delayed turning up from the previous Saturday
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6. FPS Survey feedback

- **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)**

Support with surgery changes

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.

Target more demographics

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.

Act as a bridge between surgery and patients

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 of the patient

Making sure patients views are passed on to Parkwood 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

Organise health talks

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 healthy lifestyles and the benefits thereof. But not for me of course!

Seek information from the surgery

Provision of a list of the practitioners at Parkwood Surgery-

Nothing, you are doing great Just keep on keeping us in touch. Some info on recent staff changes in the practice and info on what they are expecting in the coming months would be helpful. Lots of 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.

Oct – Raised with AB/MI in the patient queries email – the change has not been made by Parkwood Surgery and AB is investigating

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

Sep – carried forwards

Oct – carried forwards: perhaps cover this as part of Joint Event

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

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

Oct – flu clinics

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

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

Oct – proposal being converted to PowerPoint slides, LL to share for review and discuss with AB at next meeting

- 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
Oct – finalised and closed.
- IM noted that he had received the text message promoting the last Diabetes talk – but the talk was aimed at pre-diabetes so had expected the text to go to a different cohort, not those who already had diabetes.

LL to check with MI, MM if the text was sent to all patients or specific cohort
Also to remind them about issuing the text message for next week's talk
- Christmas Meal
Those present decided that we would not arrange a Christmas meal this year
Instead, we will have mince pies & drinks at our December committee meeting instead
- Surgery Gardening – JB advised eco-group being set up at school and would be willing to help manage FPS gardens if the surgery is interested. Group is just being set up and would have tools etc. so probably looking at actively engaging in the new year
Discuss with AB



The Friends of Parkwood Surgery

REPRESENTATIVE OF ALL PATIENTS * ENABLE IMPROVEMENT * SUPPORT THE PRACTICE

10. Date of next committee meeting: [Monday 20 November 2023, 1800hrs, Parkwood Surgery](#)
11. Meeting closed at - [18.57](#)