

Committee Meeting of the Friends of Parkwood Surgery,

Monday 15 January 2024 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)	Present
Jo Bullen (JB), Communications	Present	Hilary Lawrence (HL)	Present
Augustina Badu (AB), Practice Manager	Apologies	John Howard (JoH)	Present
Mahdiya Islam (MI), Operations Manager	Present	Peter Allen (PA)	Present
		Simon Jackman (SJ)	Present

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

- Minutes of last meeting:** [agreed, approved by YM 29/12/23 and published on FPS website](#)
- Chair Comments**

[Happy New Year!](#)

General concern raised by the committee about increasingly negative press from patients about the surgery, and keen to see if there is a role for FPS to play in supporting the surgery in tackling and improving patient experience and perception.

This isn't just about formal complaints, though the way in which individual complaints are handled could be improved, but more the general feeling that things could be better, through the way in which the surgery informs and engages with staff through comms as well as how staff engage with patients in person.

Still some concerns being raised by patients about appointment availability – the appointment release schedule is improved and appointments are now more readily available, so this needs to be communicated to patients – if they're less concerned about appointment availability the rush to book as soon as they're released will subside and help reduce the problem further

Still also concern about the formal complaints process, taking too long to acknowledge and address each one. MI confirmed she is working with the Partners to improve things in this area



We should also consider the feelings of the staff, as the culture doesn't seem to be positive at the moment and this can influence how they engage with patients: too many changes in short space of time has made it difficult to keep on even keel

Not sure how much notice the surgery is given for some changes, e.g. having to book an appointment for a blood test. But having a regular comms channel with patients over time will help as they'll be notified more quickly and feel that they are being kept informed

What can FPS do to support?

Help to review changes and comms to ensure they're worded in a way that patients can easily understand.

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
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
Nov – stair ramps have not yet been purchased, they are checking again as the item selected previously was not suitable, MI to review and confirm the correct item and price to FPS so we can confirm we will cover the cost, Parkwood can then arrange the purchase, MI to email confirmation of details
ACTION: MI to confirm revised product and cost for stair ramps to FPS
Also still reviewing the higher seated chairs, finding alternative supplier and identifying how many need to be purchased
Dec – preference is for the larger ramps which are more expensive:
The 8ft ramp is £270.00 / £324.00 inc VAT
The 10ft ramp would be less steep, for easier use, costing £330.00 / £396.00 inc VAT
Decision made by the committee is that FPS will fund the 10ft ramp
MI to arrange the purchase and FPS will reimburse when supplied with a copy of the invoice
Chairs – still seeking alternative supplier



Jan – the larger ramps have been purchased by the Practice, and FPS has reimbursed the surgery.

Higher seated chairs are still being investigated, as need supplier prepared to sell single chairs at reasonable price

b. Treasurer's Report – January 2024

- Current balance is £2438.63, after paying £396 for the stair ramps
- Grants
Jan – review options available to us this year

c. Comms

- Next newsletter to be published before Christmas: update re flu clinics & funds raised, mental health hub opening for 10-19 year olds
Suggestions for other subjects to JB
Dec – FPS newsletter moved to January
Surgery is planning an end of year newsletter, and plan to provide regular newsletters going forward.
FPS and surgery to ensure we are aligned on key messages and avoid unnecessary duplication

Jan – FPS newsletter published, MI to issue text to patients

JB contacted MI re alignment of articles etc.

Next FPS newsletter dependent on available content

d. Website

Nov – TBC

Dec – hyperlinks adjusted but may need to be more “bold”

Website header missing FPS logo, being fixed

Jan – updates applied to website:

- December meeting minutes
- Guide to services
- Blood test booking
- 2023 events moved to previous events page
- FPS logo reinstated
- Helpful Guides page buttons and links modified to improve clarity
- Information and link to Helpful Guides on home page
- Hyperlinks in bold, underlined and coloured dark red

Visits to website up 20%



4. Practice Manager's Comments

Jan – no new items this month

- 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
Nov – MI to seek an update
Dec – ongoing
Jan – MI advised that this has been raised, GPs will usually prescribe in box quantity, and can adjust where this is possible but they are not always aware of the box quantities.

Worth promoting the message that there are different clinical roles so don't necessarily need to see a GP, might be pharmacist, etc. and everyone who has had an appointment with other clinicians have been very impressed, plus they're often more knowledgeable or specialised

Dec – to be addressed via joint webinar programme

Jan – carried forwards

- 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

Nov – MI to discuss with AB

Change should mean that surgeries move to a new digital phone service when their current contract expires, the new service has to be chosen from named suppliers, it should include a service that tells you what number you are in the call queue

Dec – surgery will be moving away from current provider soon, exact date TBC, new telephony will include new services such as number in phone queue, etc.

Jan – no set date yet, to be planned



- Concern that comments put into the text box on a repeat prescription request submitted via Patient Access seem to be ignored?

MI advised that GPs have been told that they need to review these comments

NB. If an item has disappeared from your list of repeat medications (e.g. if not requested for 12 months), then submit a request via Online Consultation on the surgery website to ask for it to be re-added

Jan patient queries:-

- patient query over current staffing levels. JB responded with the update we'd had in August/September time saying there were 9 GPs - the website currently only reflects 8. Maybe an update on this would be helpful? There seem to have been 2 new HCAs starting this month too, and a nurse

MI confirmed that we have 3 partners, 5 salaried GPs, 3 Pharmacists, 1 Paramedic, 1 Physician's Associate, 1 Nurse, 2 Health care assistants, and recruiting for 1 more nurse and 2 more GPs

List of staff will appear on front of surgery newsletter

- lots of negativity on Facebook re: making complaints to the surgery which are never followed up. All citing practice manager as never returning calls/emails/refusing to engage with them. Several saying they intended to follow it up by reporting the surgery to the ICB. The feedback to the surgery includes a) the loss of Parkwood Surgery's good reputation (lots of people saying they have left/are leaving) and b) the need to review the complaints procedure and engage with patients. Fernville now seems to be the surgery of preference across the town, so maybe also consider finding out what they're doing which works? (They're in our PCN)

See Chairs comments

- Patient suggestion that the blood test forms should include a comment advising that you need to book an appointment, and provide the website to use.

MI to raise this

Can patients have blood taken at the surgery, rather than having to book an appointment at the hospital? This service was suspended but we are resuming this option, but appointments to have blood taken at the surgery will be limited and will not be an option for all patients



5. Joint Event: Webinar Series Planning

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.
The logistics and effort involved in organising one large event means that is unlikely to be feasible.
FPS suggested 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
The FPS proposal was shared with AB, MI for review and discussion

Jan – MI advised that details have been shared with the partners, not yet sure if they've had a chance to discuss but initial conversations suggest that, whilst they agree this is a good idea, they and the GPs don't have the time available to develop and support the events

6. FPS Noticeboard & Patient Access Video

The poster on our noticeboard and the Patient Access video on the screens in surgery have been there for many months.

Is the poster and video still relevant, are they effective, should they remain or should we replace them, and if so with what?

Video – MI advised that most patients are managing their repeat prescriptions via PA now, so we probably don't need to continue running this video.

LL to revisit the FPS content that we started to produce and update for review.

Suggestion made that the blood test appointment poster should be added to the digital screens

For the Noticeboard, suggestion made that we display a large poster of our "Using the Right Service" infographic

LL to assess size and costs

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

Oct – flu clinics

Nov – flu clinics

Dec – FPS attended focus group

Jan – newsletter published

8. AOB

- 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

Nov – group still being set up

Dec – carried forwards

Jan – carried forwards

- FPS Infographic on which service to use has been refined, just waiting for confirmation that the wording is acceptable before we publish

ACTION: LL to send copy to MI and AB for review

Dec – reviewed and amended, agreed for publishing online

Jan – published on FPS website, assess options to display poster version on FPS noticeboard

- Posters in the surgery now advise that patients are required to make an appointment when going for blood tests at the path lab

Agree that we should add to both newsletters:-

Assume that the surgery would provide instructions if giving you the blood test forms

Book via QR code on the poster, www.westhertshospitals.nhs.uk/bloodtests or by phone

Tue-Fri, 9am-1pm, 01727 897376

Jan – added to FPS website and newsletter

- Zoom Renewal

LL asked whether we should renew the license: we haven't used Zoom for our committee meetings as we are now meeting in person again, and we prefer in-person webinars?

The current license expires at end of January

- Renewal will be £130 + VAT
- Current license allows a max. of 100 participants
- To increase to 300 participants, next license level will be £185 +VAT (or £215 +VAT if we want live captions)



We could allow the license to expire and sign up again if and when needed?

Mixed views, agreed to delay decision till Jan meeting

Jan – SJ has engaged with Zoom re concession, they have offered 50% concession

Committee agreed that we have no immediate need for Zoom subscription, and that we can use the free version of we needed to move our meetings online for any reason (e.g. bad weather), and we can start a new subscription if and when needed, so we won't renew

LL to ensure Zoom subscription is not on automatic renewal

- Boots in Bennetts End closing early Feb
- For patients who arrive in person at the surgery, they can book appointments and arrange repeat prescriptions via receptionists
- Councillors would still like a meeting with the surgery, can we help to ensure this meeting is arranged? Has been requested for some months
MI to remind AB and the Partners, JH offered to help with introductions
- HWEDSG webinars schedule available, starting February
Details will be shared with JB and RC for publishing in newsletters and on our website once booking details available

9. Date of next committee meeting: Monday 19 February 2024 1800hrs, Parkwood Surgery

10. Meeting closed at - 19.05hrs