



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

### **Monday 12 October 2026 1800hrs to 1900hrs**

#### **Attendees:-**

|                                            |         |                                                 |         |
|--------------------------------------------|---------|-------------------------------------------------|---------|
| Yvonne Metcalf (YM), Chair                 | Present | Mandy Curtis (MCu),<br>Patient Services Manager | Present |
| Lloanne Lees (LL), Secretary, Deputy Chair | Present |                                                 |         |
| Clare Park (CP), Treasurer                 | Present | Kaushal Dave (KD),<br>Managing Partner          | Present |
| Jo Bullen (JB), Communications             | Present |                                                 |         |
| Richard Cartwright (RC), FPS Website       | Present |                                                 |         |
| Hilary Lawrence (HL)                       | Present |                                                 |         |
| John Howard (JoH)                          | Present |                                                 |         |
| Mick Chadwell (MC)                         | Present |                                                 |         |

#### **Minutes**

1. **Minutes of last meeting:** agreed, approved by YM on 21/09/2026 and published on FPS website.

#### **2. Chair Comments**

Since the last meeting, the major issue has been ensuring we have contact with the new Practice Team. I had contact with Kaushal Dave and Mandy Curtis on 2nd October, the day after they took over, and Lloanne and I met with them and Dr Patel on 6th October when we attended the surgery chat. I was able to meet with Allison Kingsbury the General Manager at the flu clinic. We emphasised communication as being vital in terms of rebuilding the trust between patients and the surgery that has been lost over recent years. It feels like a good start to our relationship.

#### **3. News from the Surgery**

MCu advised that their first priority is “safe clinical care” making sure appointments are available for patients, and to assess the current situation at Parkwood so they can identify where they need to prioritise their efforts.

They have implemented Total Triage (05 October): this means that all requests for appointments are now submitted via the online form so they’re entered into AccuRx, which means they can be assessed by a clinician to determine the urgency of the issue and arranges appointments as appropriate.

If an appointment is required, patients should receive a response within 24 hours.

For admin queries, patients should receive a response within 72 hours.

Patients should submit their appointment request via the online form on the Parkwood Surgery website if they can. Patients unable to use the online form can still phone the surgery, staff will complete the form on their behalf. There is no need to attend the surgery in person to book an appointment.

As part of implementing Total Triage, they also now have a GP sitting with reception/admin staff so there's always someone to deal with queries etc. which means surgery can respond much faster. They have already noticed a significant drop in the number of incoming phone calls since total triage was introduced last week.

Fernville has used Total Triage for 2 years already, so they have been able to implement this at Parkwood very quickly as they have all the lessons learned available.

A key priority is recruiting salaried GPs for Parkwood; they have also implemented Friends & Family Test to seek feedback from patients who have had appointment. They get a good response rate at Fernville which means it's a good way to identify if/where improvements are needed. Responses are anonymous: for those unable to complete the feedback online there are paper copies in Reception, and they will adopt this approach at Parkwood too.

## 2026 Flu Clinics

There was only one Saturday flu clinic at Parkwood this year, a result of the current situation. FPS were on hand to assist with the patient survey forms and to hand out our goodie bags, the day went very well and patients were very positive.

MCu confirmed that their preference is to run more Saturday clinics for flu/covid vaccines.

## Warm in Winter Bags

FPS would like the bags to be distributed again this year. There are two options, the bag that includes a copy of Purple Pages, or Purple Pages only. The surgery would need to identify eligible patients, so we know how many bags to order.

FPS will also consider making a donation.

Oct – MCu and KD were not aware of this initiative. They will ask staff if they know what criteria was used to identify eligible patients last year, and ask our social prescriber to help identify patients who may qualify this year.

The charity website has more detail: <https://www.smallactsofkindness.co.uk/warm-in-winter-gift-bags>

“Every Warm in Winter gift bag contains essential, keep warm items including a fleece blanket, thermal hat, gloves and socks, hot drinks - tea, coffee and hot chocolate and porridge sachets. In addition the gift bag contains our Purple Pages information pack, which has carefully sourced information from national, county and local organisations, signposting to support. They are gifted FREE to those aged 55 and over.”

## 4. Patient Queries raised via FPS

No new issues raised by patients via FPS this month.

August –

- Patient raised concerns about being able to overhear conversations with Reception. They suggested playing music with speakers positioned in the seating area to mask the conversations. The surgery usually has a radio playing in the background behind reception, if this could be repositioned or connected to the TV speakers this could be a low cost solution. Sep – on hold until we can discuss with the new provider.

[Oct – combined with next item](#)

- The position of the two working TV screens in Reception means it's difficult for patients to view appointment alerts when seated in certain areas. JH suggested that the larger TV screen is swapped with the Noticeboard at the far end to increase visibility of screen content, plus the noticeboard is more likely to be read when queuing to speak with Reception. An alternative might be to change the seating layout, so no seats are underneath the screens. Sep – on hold until we can discuss with the new provider.

[Oct – combined with above item.](#)

[A review of the reception area is being undertaken, this will assess the number and position of the screens and noticeboards, the position of the seating to make it easier to see the screens, the check in screens, and what can be done to minimise the ability to overhear conversations between patients and receptionists.](#)

## 5. FPS Engagement

What can we do to engage with patients and support the surgery – joint event? Health talks?

[Oct – MCu and KD confirmed that Fernville and Parkwood remain separate, and so the PPGs also remain separate. FPS should continue to operate as normal.](#)

[As the caretaker provider transition stabilises, we can look at events etc. in more detail.](#)

## 6. Summary FPS Actions

### a. FPS Fundraising Opportunities

[Aug – Treasurer Handover is in progress and is expected to complete in the next couple of weeks.](#)

[Sep – we still need to identify fund raising opportunities, the flu clinics are the best option at the moment. LL to ask CP to set up the PayPal account asap.](#)

[Oct – Treasurer handover has stalled as SD unavailable: to be resumed when she's in a position to deal with the bank.](#)

[CP tried to set up a PayPal account, but as the rules are tighter now, it seems impossible because we're not a business or a charity. Agreed not to pursue this option.](#)

[We may be able to take payments via mobile app linked to our Lloyds account, which would also give us the option to have a QR code and take online payments. To be investigated once CP is the primary contact with the bank.](#)

**b. Treasurer's Report – October 2026**

- Current balance is £1599.79

**c. Comms**

Aug – July newsletter became the August newsletter issued 05 August.

For the (early) September newsletter, we may be able to focus on flu clinics at the surgery, link to the patient survey form, if we can confirm clinic dates. LL also has another “one small change” article that can be included. All committee members to help identify articles and events that JB can add.

Sep – September newsletter has been issued, and patients advised via Parkwood email

October newsletter being planned.

[Oct -newsletter held so that “news from the surgery” can be included. Aim to issue in the next few days.](#)

**d. FPS Website**

Aug – additional local events added. Site visits increased significantly after the email on 05 August with the link to our newsletter, the number of site visits far exceeded those achieved when we were sending text messages. This shows that email communications are the way forward.

Sep – issuing the link to our newsletter via email has resulted in approx. 3,000 site visits, much higher than when we notified by text message.

RC asked ChatGPT to review our site, and it provided a comprehensive review. The committee felt that whilst the points it raised were worth reviewing, it was suggesting a lot of significant changes which we wouldn't have the bandwidth to do.

RC has generated a revised critique and shared the output with the committee.

LL to review the points raised and suggest which options we may wish to act on, to improve our web site, but we're unlikely to make any changes in the short term.

[Oct – no action this month re GPT assessment.](#)

**7. FPS Achievements**

Jul – newsletter published; engagement with Management Consultant; 2025 FPS Booklet produced and published; clinical roles video finalised and published; business card idea confirmed

Aug – FPS handouts for flu clinics arranged. Newsletter published.

Sep – FPS handouts for flu clinics purchased and prepared.

Oct – two Flu clinics supported so far, one more to go.

Nov – flu clinics completed, newsletters published

Dec – Warm in Winter bags secured and delivered to the surgery for distribution; newsletter published,

Jan – December newsletter published, FPS videos supplied for digital screens in Reception, initial analysis of phone system/call volumes undertaken.

Feb – Surgery Chats scheduled

Mar – first Surgery chat on site; newsletter published

Apr – second surgery chat, newsletter published, video created and published

May – third surgery chat, newsletter published

Jun – call stats reviewed and analysed, posters created, talk scheduled (and postponed).

Jul – new posters created, meeting with new practice manager, surgery chat to meet patients

Aug – patient survey form updated, wording for appointments page simplified, call stats assessed, surgery chat meeting patients and collating their feedback, preparations for flu clinics, August newsletter.

Sep – patient survey form finalised; September surgery chat meeting patients and collating their feedback, preparations for flu clinics, September newsletter.

Oct – patient survey form updated, October surgery chat meeting patients, flu clinic and October newsletter.

## 8. AOB

- FPS Paperwork. We have minutes etc. that go back to the first meeting (2007). How much of this do we wish to retain?

For financial paperwork we need to hold 7 years of data. Proposal is to scan all documentation so we hold copies electronically, and we retain a minimum of 7 years paperwork.

Oct - To be discussed at the next meeting.

- When patient is called, can name and room stay on screen for longer as patients often miss the detail MCu to check if this can be changed
- Check in screens: there used to be two, now there's only one. Can we go back to two, as sometimes there's a queue.  
MCu advised that Fernville only has one, but will review.
- If patient is asked to book a follow up appointment (for example in 2 weeks' time) will they now be able to do this on the day, rather than having to wait till a few days beforehand and hope that an appointment becomes available at the right time?  
MCu advised that appointment availability depends on a number of factors, making it difficult to schedule non-urgent appointments at the moment. Patients should use the total triage system to request their appointment. This may change once we have more salaried GPs at the surgery.

## 9. Date of next committee meeting: Monday 09 November 2026, 1800hrs, Parkwood Surgery

Next Surgery Chat: Tuesday 03 November 2026, attendees will be YM, MC, LL

## 10. Meeting closed at - 19:12hrs