MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) ZOOM MEETING HELD ON FRIDAY 28 APRIL2023 AT 11.00 AM

In attendance: Denys Williams Chair, Peter Yoxall. (Practice Manager (PM), Dr, Ally Wilson (Partner), Dr Lucy Guest (Partner), Ann Lucas (Practice Manager Designate), Rachel Gray (Practice Manager Designate), Anita Templar, Judith Young, David Torrance, Teresa Lawrence, Nick Oakley, Marian Purdy, Shelley Jennings

Apologies. John Speller, Rose Williams, Deb Dobson. Jane Padwick, Stephen Reading, Sue Ashdown, Rose Williams, Deb Dobson, Maggie Kaye,

**Opening Remarks.**

1. **Minutes of last meeting**. Agreed.
2. **Matters Arising**.
   1. **PM to ask Lesley (Unity Health PM) to contact Sue Ashdown.** PM has done that.
   2. **Community Pharmacy Consultation Service (CPCS) Clare Holland to write something suitable for patient information.** Clare Holland gave us a short presentation on the CPSC at our last meeting and has now forwarded further information which the Chair will use to write an article. At present, the Lloyds Pharmacies in Princes Risborough and Chinnor are going through a takeover. As a result, the pharmacists all locums until new management takes over. As a result, it has not been possible to get our local CPCS up and running. Our receptionists have had their training and we will have to wait until the new staff are in place in June. **Note.** The Chair said he had been in contact with both Risborough Lloyds, the staff are a little fed up and there is a shortage of non-prescription stock items. However, prescription medicines are not affected.
   3. **Patients not getting full access to their medical records.** The Chair invited Dr Lucy to comment on the delays in patients getting full access. Before patients can be given full access to their medical records GPs are required to review their whole record to ensure that there are no safeguarding issues. This is time and consuming and is done at the expense of other work!
3. **Routine Practice Matters.** Reception – Leanne now on maternity leave and Michelle has recently joined the reception team. Doctors. There is a new Partner starting in August and Dr. Spanswick returns from maternity leave on 10th July. Dr Vijayarajan is dropping from 6 sessions to 4 sessions from 1st June 23. The Practice Manager leaves on 2nd June 23. Anita asked how many doctors did the Practice have? Dr Lucy said there were 5 Partners, 2 GPs and one registrar. For the number of patients, we have we should have a further 3 GPs. The shortfall is covered by locums. GPs are hard to come by with many opting for a more flexible life being locums. Dr Ally said it was important that the Partners ensure that their doctors have a good work life balance and are not burnt out. The Chair thanked those that had volunteered to help with the 2 days of COVID Boosters. The feedback from volunteers and patients as how well the whole process had been and they were grateful to be able to get the jab locally. DR Lucy said the help form the PPG was most welcome.
4. **Appointments.** There has been no change to the appointment system as the Practice is waiting for the new digital phone system to be installed. Dr Lucy pointed out that a new system will not increase the number of appointments, but allied with a triage system, will ensure that patients are directed to the most suitable clinician. The new phone system will stop the long wait as patients will automatically be called back in order of calling. Anita commented that, having volunteered at the COVID clinic the previous day, that she did not realise how many patients there were with mobility problems. Chair pointed out that us oldies are the main users of the Practice. There was a previous action on the PM to advise the PPG of the new appointment system before it was introduced. **Action. The Chair to speak to the new PMs and ensure that PPG is briefed and has sight of the new appointment system before its introduction.**
5. **Primary Care Network Update.** The Chair said that the PCN is starting to have a real impact in supporting the 3 Practices. The full update sent out by the PCN Manager is added as an Annex to the Minutes. Of interest **is** ’the PCN is required to produce a Capacity and Access Improvement Plan by 12 May’. Practices are also required to improve access and ensure that no patients are told ‘ring back tomorrow’ without signposting them to an alternative provision. BMA is not happy with the changes as they require more GPs that are not available!
6. **Chinnor Matters.** Nick commented that the Lloyds Pharmacy has not been too bad recently. Chair said he would pop in and give them some encouragement. But, as mentioned at 2b the Pharmacist is only a locum until the new contract starts. **Action. Chair to see Lloyds Pharmacist.**
7. **AOB.** Chair
   1. The Princes Risborough Town Festival takes place on Saturday 1 July. In the past we have had a stall and Chair hopes to do again. He will contact PPG members and develop a theme for the day. **Action. Chair to Follow up planning for Town Festival.**
   2. Stephen had messaged a remark that he had been asked to submit a blood pressure reading which he did. He was surprised that he had not had an acknowledgement. It was explained that the reading is looked at by a clinician and patients are only contacted if the clinician considers that further action is required. Otherwise ‘No news is good news’.
   3. Nick queried why, when he had managed to get through to the Practice at 8 am, he found that Dr Neale appointments for both telephone and face-to- face had all gone. He discovered that the doctor had filled his available slots without leaving any slots for patients calling in. **Action Chair to discuss with PM.**
   4. This was the final PPG meeting for Peter as he is leaving the Practice on 2 June. The Chair and other PPG members thanked Peter for his work and the support he has given to the PPG and patients. All the best Peter.
   5. Although the date for the next meeting is the Chair hopes we can resume face-to-face meetings in the future. He will discuss with the new PMs and the PPG to find a day/ time that best suits them, PPG members and the attending Partner. Action PM to look at best day/time for PPG meetings.
8. **Date for next meeting.** 28 July 2023. TBC

**Annex. PCN Update.**

Clinical Director

Dr Martin Thornton is leaving us on 30 April and the Board are working to find a replacement. There may be further news on this next week.

 Contract Changes for 23/24

You may have seen the NHS England guidance on these for the coming year, the last year of the PCN DES. The focus is on improving access and the PCN is required to produce a Capacity and Access Improvement Plan by 12 May. Part of the plan is about Patient Experience and I have included the discussions we had a few weeks ago about getting a patient training/education programme together which I believe all the PPGs in Phoenix Health are keen to be involved in. Tais, one of our health and well-being coaches is leading on this.

22/23 Performance

We are waiting the final results of the IIF performance for 22/23 but are confident that we have met the majority of targets. This is largely due to the efforts of the Pharmacy Team who have worked really hard on IIF throughout the year and they have been singled out as exemplary for the work they have done on structured medication reviews (SMR) which are in-depth reviews for patients on 6 or more medications. You will see in the Contract Changes documentation that the IIF has been drastically reduced for this year, to 5 targets.

The PCN exceeded the national target for learning disability health checks, achieving 85.6% of checks for patients on the learning disability registers (national target was 75%). For physical health checks for patients with a severe mental illness we achieved 56.3%, the national target being 60%. The achievement for all Bucks PCNs was 59.3%.

 Paramedic Home Visiting

From 1 April, the PCN has taken over the management of this service which was previously provided by SCAS. We are currently using locums to cover the service Monday to Friday but are recruiting our own paramedics to continue with this valued resource.

PCN Hub

We are gradually moving our services over to the PCN EMIS Hub. This enables PCN staff to access all practice systems in one place, rather than logging in and out of each practice EMIS. This saves time and improves data collection and reporting. It has been a long road to get this up and running but we are nearly there.

Staff

We welcomed Ayesha Hayward back from maternity leave. Ayesha will be providing care co-ordination for patients with mental health problems, working closely with Hattie Payne our Mental Health Practitioner. Hattie broke her ankle back in January and was off sick for some time but is now back at work. We are also pleased to welcome Lisa Downes, another Social Prescriber. She will be working with Kathy Sandell and I know has already been out and about meeting patients.

 These are the highlights and we remain very busy.