MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) ZOOM MEETING HELD ON FRIDAY 15 JAN 2021 AT 11.00 AM

In attendance: Denys Williams Chair. Peter Yoxall. (Practice Manager (PM)). Dr, Ally Wilson (Partner). Judith Young. Nick Oakley. Anita Templar. Jane Padwick. Stephen Reading. Marian Purdy. Rose Williams. Maggie Kaye.

Apologies. John Speller. Shelley Jennings.

1. **Minutes of last meeting**. Agreed.
2. **Matters Arising**.
   1. Chinnor Lloyds Pharmacy. The Chair had spoken with the Pharmacist who has been on maternity leave and is slowly returning to work. She acknowledged there had been problems. Marian had also been in contact. She commented that the pharmacy is busy long with more houses in the locality. Nick suggested that being able to call to check if your script was ready would help but they didn’t answer their phone. Marian said there was text system to let you know when your script is ready. Nick was unaware of this and the Chair suggested they find out more and need to sign up. There is also a delivery system for Lloyds customers which would be useful for repeat scripts.
   2. Social Distancing. Nick had raised a comment that during a flu jab session the doctor was running late and that it wasn’t possible to social distance. The PM had reported back on the circumstances.
   3. Appointments. The Chair and PM had agreed a short document clarifying the telephone and new appointment system. This will be published when the Practice web site is back on line. It is attached to the Minutes.
3. **Routine Practice Matters.**
   1. **Staff Changes.** Two nurses have left and a new one starts soon. There have been changes to the receptionist team. One member is due back from maternity leave. They will be looking to see what other changes are needed.
   2. **COVID and appointments**. The Practice tried to run a normal service whilst setting up for the vaccination clinics. In future they will go to ‘emergencies only ’when busy with vaccination clinics. Despite, doing this there was not a significant reduction in appointment requests. Perhaps this was exacerbated by the proximity to the end of the holiday season. A number of people had sent in emails and texts volunteering to be immediately available in case of spare vaccination slots being available. They system doesn’t work like that!
4. **COVID.** Peter gave an update on the first Cross Keys vaccination sessions. These had taken place on the previous Thur/Fri and Sat. On the previous Wednesday the staff were involved with a Unity Health session to gain experience. Some 940 vaccinations were given and all but 12 turned up. There were a variety of reasons, sickness, COVID test etc. The sessions went well. And on the Friday evening there was a realisation that could get another 80 vaccinations for their allocated vaccines. The staff rang around to make use of this. These first sessions went very well. There hopefully will be 1600 more vaccines arriving next week. There will be a concentration on getting the care homes and those at home. Chair said how lucky we were to have a local vaccination centre. They hoped to have completed the local care homes and at homes by the end of next week. The Chair expressed his thanks to the staffs and how lucky we were to have a local vaccination centre. Peter was asked if he thought the Government target was achievable, he said yes if the vaccination supply was maintained. Marian asked how were patients being notified. Peter said for the first tranche, over 80s, they had been telephoned. For the future phone and texting would be used. Nick asked if all the staff had been vaccinated. PM said all those who were eligible under government guidelines had been vaccinated. The Chair said he had taken on the role of organising volunteers for both practices to help with car parking/traffic and initial check in. We have about 50 volunteers. An area of concern was the Mount Car Park and the ticketing machines. Queuing results because of payment and he is trying to get free parking for attendees. Anita mentioned that as a volunteer for Barnardo’s she had been offered a vaccination and wondered if she needed to notify the Practice. PM said no as the vaccine update information is provided electronically. John Speller had written to ask about the change from 3 weeks to 12 weeks between jabs. The Chair had sent him a copy of the Government advice and Ally commented that although, it was not what the drug companies had said, they were following government instructions and she could see the reason for it.
5. **Primary Care Network (PCN) and Social Prescribing.** We have a planned update from the PCN next week. They now have a PCN Manager and recruited another social prescriber and pharmacist. They have both been helping in the vaccination centre. The plan is that each Practice will have a pharmacist to help with the GP workload. There are now additional physio appointments available. In the long term there will be a physio per Practice at the moment they are virtual appointments. Finally, there will be a paramedic but, given the current situation he may be retained to cover the County rather than at PCN level. It will be a little while before the impact of the additional support from the PCN will be felt at a local level.
6. **AOB.**
   1. Stephen said he received COVID updates form Bucks Council which he would forward for distribution/
   2. Judith commented how welcome the email updates where. Anita asked how did you get one and PM said send an email to [admin.crosskeyspractice@nhs.net](mailto:admin.crosskeyspractice@nhs.net) and you would be forwarded a form to complete and then receive email updates. The phone message was also updated
7. **Date for next meeting.** Friday 9 Apr 2021.

NOTE. Since writing these Minutes the 2 Practices have met the Government Target of vaccinating the first 4 Priority Group almost a week early. A lot of hard work by them all WELL DONE.

Attachment. PATIENTS GUIDE TO THE NEW APPOINTMENTS SYSTEM

PATIENTS GUIDE TO THE NEW APPOINTMENTS SYSTEM

Last year The Practice moved to a telephone first model for all appointment requests for GPs and Nurse Practitioners. This was to help lower the risk to patients and staff from contracting COVID. This note is to help you understand the new system.

MAKING YOUR APPOINTMENT. When making an appointment by phone, the receptionist will ask you for a brief description of the problem. You will be asked to confirm the best number to be contacted on. Further, if there is a time during the day that you will not be available for a telephone consultation, please let the receptionist know. Telephone consultations can also be booked via our appointments online system and you are asked make a short comment in the comments box, with a short description of the problem, confirm phone number and availability for a call back. (Note that the times shown are NOT the time you will have a call back, it is fudge to allow you to make an online appointment.) Nurse and HCA appointments can be booked by phone in the normal way.

CONSULTATION. During the day on one of the clinicians and, where possible your own doctor, will telephone you. The clinician will make a number of attempts if your line is busy or you do not answer but please advise the practice if you do become unavailable. Initially the telephone consultation may be quite short, and the clinician will then decide a course of action. They may continue the consultation by phone and, if required, prescribe medicines etc and issue a prescription. For some, there may be the opportunity to have a video consultation and you will be asked if you can do this. Finally, the clinician may invite you in for a face-to-face consultation. The timing of this will be agreed with you as some patients may have to arrange transport etc. If you are attending for a face-to-face appointment, you will be required to wear a face mask. Entry to the Princes Risborough surgery will be via the rear car park entrance. Please arrive on time as you will have to wait outside until your appointment time. If the clinician is running late you will be admitted to the surgery. necessary. If the clinician wants a sample there are sample bottles etc at the rear entrance to the Princes Risborough surgery. Where possible return the specimen by ?? to allow it to be processed that day. If by 5 pm, you have not had a call back from the surgery, please ring reception who will update you on the situation.