

MINUTES OF CROSS KEYS SURGERY PATIENTS' PARTICIPATION GROUP (PPG)  
ZOOM MEETING HELD ON FRIDAY 10 SEPT 2021 AT 11.00 AM

In attendance: Denys Williams Chair. Peter Yoxall. (Practice Manager (PM)). Anita Templar. Stephen Reading. Marian Purdy. Jane Padwick. Sue Ashdown. Mary Hutton. David Torrance

Apologies. Dr, Ally Wilson (Partner). Judith Young. John Speller. Shelley Jennings., Nick Oakley. Rose Williams. Maggie Kaye.

**1. Minutes of last meeting.** Agreed.

**2. Matters Arising.**

- a. The PM confirmed that you can cancel on booked appointments on the Appointments on Line facility
- b. The Chair had canvassed members and written to the Practice re appointments. Item followed up at Agenda Item 4
- c. The Prescription form message has been amended to delete flu jab info for 2020.

**3. Routine Practice Matters.**

- a. **Staff Changes.** Busy recruiting for a new GP as Dr. Anwar has decided to move to another surgery. Looking to recruit a new receptionist. Jenny has just started as a receptionist. Laura has started as a new nurse and Jacqui joins us on 1 November so the nursing staff will be back up to strength.
- b. Marian asked if they should be recruiting another doctor to serve the expanding Chinnor population. PM explained that the number of doctors is linked to the number of sessions they conduct to which, in turn, is based on the number of Practice patients. The increasing number of PCN staff will help to take on other roles which will help the Practice clinical staff. Stephen asked why Dr Anwar was leaving and if anything can be learnt? PM explained that the Partners are looking at it but he has left for another practice which he feels is more suitable for him.

- 4. Appointments.** The Chair explained he had canvassed PPG members feeling about appointments and had written to the Practice. The Practice had been very responsive and Dr. Jo was their lead. Chair had liaised with her. The Practice had adopted almost all of our suggestions. You can now book an online appointment with any available doctor. You are called back within one hour of your 'scheduled' telephone consultation appointment. You can request a face-to-face consultation by phone. If the doctor considers you need a face-to-face appointment after a telephone consultation, they will arrange it. You are no longer triaged but asked to give a short reason for the appointment to help them prepare to see or speak to you. The system seems to have settled down and some tweaks may be required but feedback so far has been positive. The Chair asked if, for the next meeting we could have a balance of appointments between telephone and face-to-face. . **Action PM to provide figures for next meeting** Mary commented positively on the new system but told about someone who had difficulties making an appointment. **Action. Chair to investigate further with Mary.** Anita commented on the suggestion in the last Minutes that some appointments for the over 80s and under 2s could be ringfenced for on the day. She asked why this could not be for over 70s and under 4s. The PM said that idea had not

been taken up and, at present, no appointments are ring fenced. Sue commented on the friendly and helpful response from the receptionists when making appointments etc. they were not protectionists but rather helpful and willing to talk. **Action. PM to pass this kind comment on.** The Chair commented that he had recently spoken with Dr. Jo who said the system may require had settled down but may need some small changes. The Chair said he hoped that we would be able to book face-to-face appointments again via the Appointments On line facility.

## 5. Chinnor Matters

a. **Opening.** Marion commented that ‘Chinnor Matters’ and that the surgery is often closed in the afternoons with out warning. Patients walk up there to find the gate locked. There had been no note on the door and they were unable to carry out what they had planned to do. It was very concerning to see a notice inside saying as there will be no receptionist the surgery will be closed this afternoon. This is particularly of concern for the elderly patients. Marion asked if this was going to improve. PM said that following on from COVID things are drifting back to normality but he would look at it. **Action. PM to review Chinnor opening hours with aim to provide a fuller service. When surgery is closed during normal hours ensure suitable notice is displayed.**

b. **Pharmacy.** Marion had been into the Lloyds Pharmacy to speak to Claire the Manager. Claire said her coming was opportune as she was concerned about the Pharmacy not getting cover in her absence. She has a young family and will be working Wed, Thur and Fri and alternate Saturdays. She has been in contact with her area manager and there is no certainty that there will be cover on the remaining days. Without a pharmacist on site the Pharmacy has to close. Claire also said that when the Chinnor surgery is closed she is not able to query any prescriptions and better liaison is needed between the Practice and her Pharmacy. PM said that there was no reason why the Pharmacy could not ring the Practice which has 2 staff that deal with prescriptions and they can help resolve the matter. Sue commented that Princes Risborough has 2 Lloyds pharmacies so there is an alternative, when Chinnor is closed there is no such option. Could not a pharmacist be transferred to Chinnor. **ACTION. Chair said he would speak to Claire and write to area manager.** (Note have spoken with Claire and she is upset with the situation and has asked for me to write.)

6. **FLU and COVID.** Chair said you only had to read the papers to see the challenge the Practice was experiencing. The original NHS plan was for flu and boosters to be done together. There was then a delay in the Government confirmation of the plan and the Practices were notified of delays to flu vaccine delivery. The PM said that they had hoped to have the flu vaccine by 20 Sept to start clinics on 27 Sept. They have stopped taking further bookings until they have a date for delivery. They have not cancelled any clinics and will only do so when and if the vaccine does not arrive in time. As for COVID awaiting further information and will let people know when a plan is formulated. Mary commented that she received a call for her COVID but her husband did not receive anything. He attended a COVID clinic and they jabbed him but did not have his details. Stephen commented that he had booked via a pharmacy but wanted to know if this information was passed on to the Practice. PM said they should receive an email from the pharmacy with his jab details.

7. **Primary Care Network (PCN) Update.** The Chair said he had hoped that a member of the PCN would be in attendance but this was not possible. They have built up their

staff to about 20 and they can support the 3 Practices in a variety of ways 3 Practices within the PCN. Details of this were published in the last Minutes. In particular, they can carry out many supporting roles and allow the doctors to concentrate on the more medical matters. They will be holding a Macmillan Coffee Morning on Friday 24 Sept in the morning in the Cross Keys Practice courtyard. Everyone is invited to learn a bit more about their roles. Anita commented on the helpful role of the Social Prescribers (SCs). Anita volunteers with MIND and takes referrals from the SCs. She said that working with the SCs there is follow up which is not always available from MIND and Heathy Minds. They are excellent to work with and she is considering working only with the SCs. Sue commented that she knew nothing about SCs.

**ACTION. Chair undertook to provide Sue with info re SC. (Note done).** Chair said that the SCs would be happy to come and talk with Chinnor members and get a feel for what voluntary services are available in the local area.

- 8. Format of Future Meetings.** The Chair recognised the convenience of ZOOM meetings and the desire for some to resume face-to-face meetings. **ACTION. Chair will email members and canvass opinion as to the format for future meetings.**
- 9. AOB.** Chair asked about ear syringing. PM said no longer in the contract and patients need to make their own arrangement. Chair welcomed 3 new members, Sue, Mary and David.
- 10. Date for next meeting.** Friday 10 Dec 2021.

