MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) ZOOM MEETING HELD ON FRIDAY 3 DEC 2021 AT 11.00 AM

In attendance: Denys Williams Chair. Peter Yoxall. (Practice Manager (PM)). Anita Templar. Judith Young. Marian Purdy. Jane Padwick. Mary Hutton. Jessica Newman. (Phoenix PCN Manager)

Apologies. Dr, Ally Wilson (Partner). John Speller. Shelley Jennings., Nick Oakley. Rose Williams. Maggie Kaye. Sue Ashdown. Stephen Reading. David Torrance

**Introduction.** The Chair introduced Jessica Newman who has just taken up the post as Manager to our Primary Care Network (PCN) and will give short us a short update on the PCN development.

1. **Minutes of last meeting**. Agreed.
2. **Matters Arising**.
   1. We will follow up the item on face-to-face appointments at Item 4.
   2. The Chair had resolved the appointment booking issue raised by Mary
   3. The PM had passed on the kind comments about receptionists and Jane added her appreciation.
   4. The Chair had followed up re the poor service from Lloyds Chinnor, particularly shutting during normal hours. Claire said she was leaving to join the PCN as the work hours etc better for her with a young family. They hope to recruit a replacement. (Note. The Chair has spoken with the new manager Malini who works Tue and Thur and is supported by Shanice who works Mon/Wed and Fri. When I asked about Sat was told it was filled by locums). Would ask Chinnor residents to let Chair have feedback on the Pharmacy performance.
   5. Sue had been provided with information on social prescribers (SC).
3. **Primary Care Network (PCN) Update. (Note.** This item was taken out of order to allow Jessica to return to work). Jessica is a resident of Chinnor so is on the patch and gave a short resume of her previous work in the NHS She has with 30 years’ experience of the NHS including head of Primary Care at a Commissioning Group and as a Practice Manager in Oxford. The role of the PCN is to support the 3 Practices delivering care to their patients. There is a range of support including: Social Prescribers, Care Co-ordinators, Pharmacists and Para Medics. Our PCN has been a bit slower getting going due to the lack of a manager, but she hopes to make a difference in the coming few months. She stressed the importance of patient involvement and would be happy to come back to future meetings or one of the staff to explain more fully the support that is available. Anita asked about the handover of a client she was working with from Nina to Kathy. **Action.** Chair to provide Jessica’s email to Anita and to help resolve issue. (Note Done).
4. **Routine Practice Matters.**
   1. **Staff Changes.** Dr Karan Vijayarajan has taken over Dr. Keane’s list. Dr Hayley Parkes has taken on Dr. Stephanie’s list. Dr Lo returns from maternity leave in March and Dr Jo has taken a 4 month leave of absence. Looking to recruit a new receptionist for 18 hours work and a replacement secretary. Anita asked about how patients were allocated to doctors. PM explained that patients are registered to the Practice. Cross Keys allocates patients to a doctor and has to balance the workload amongst them. The over 65s and over 75s generate an increased workload. Families are kept together but sometime difficulty with service families if the parents are registered with service doctors. PM commented that when new doctors come in there is often a request to move before allowing the patients to get to know their new doctor. At present the request to change doctors has been put on hold. The Chair commented that we had had quite a few doctors’ changes recently. PM said nothing to be learnt from this, Dr Anwar had left to find a more suitable post and Dr Keane had made a geographical move.
5. **Appointments.** New appointment system had settled down with no major adverse feedback. Telephone appointments can be booked by phone or online. Face-to face appointments have to be booked by phone through reception. PM confirmed that those needing an appointment were being seen or contacted on the day. The Chair asked why we could not book face-to-face on line. PM said it helped to harbour this valuable resource and the patient could be directed to a more suitable clinician. As the extra PCN services come online it is important to use the right service for the patient. There is undoubtedly a growing role for the use of IT in Primary Care. The Practice will be migrating the appointment system and other functions such as repeat prescriptions onto the Patient Access (PA) App. The first phase of repeat prescription ordering has already been moved to PA. It is hoped to complete the process by May 2022 and allowing time for staff and doctors to be trained. It will require some 5,000 patients to be moved onto PA. This will require an education process which we will discuss at our next meeting. Mary asked if repeat prescriptions could still be ordered via email. PM confirmed that they could.
6. **Chinnor Matters.** Marion said there was not much new for Chinnor as we had discussed the Pharmacy issue. The Chair has spoken about the non-scheduled closures of the Chinnor surgery and the PM had said they are recruiting a new receptionist and hope to ensure that the surgery remains open for its scheduled hours wef 1 March 2022.
7. **FLU and COVID.** The PM said they had had the last big flu clinic the previous Saturday but slots were still available during the next week for flu jab appointments. The jabs had been done via the Practice and Pharmacies. The Chair asked about uptake and the PM reported that:
   1. Over 65s- 84%
   2. 50-64s- 51%
   3. 18-49 – 38%
   4. Under18 **–** 50%
   5. 2**-**3 -72%

As for the continuance of the COVID vaccination programme the 2 Practices had yet to decide the way ahead. It is a big drain on their resources and the Government had not cut back on other areas to allow them to concentrate on jabbing. (Note. Soon after decision was made to implement a big push to offer all eligible patients a jab by end of Dec. Whilst this started well, towards Christmas patients were not coming forward and the programme was curtailed. On 10 Jan decision made to cease Covid vaccinations at our local centre).

1. **AOB.**
   1. Sue Ashdown (not in attendance) has let us know she is a Chinnor Councillor and has let people know and will provide feedback to us. She commented on the Chemist but this matter has been dealt with and she had good vibes about appointments.
   2. Stephen Reading (not in attendance). The PM responded directly to his 2 questions about the NHS APP. He thought the Practice could do a better job of keeping patients informed going private to circumvent NHS waiting lists. PM commented that quite a number of private referrals are made by the GPs. It seems though you pay to have the same job done by the same surgeon but just a lot quicker! He asked about Chinnor expansion and is the GP provision increased to match. The patient size is monitored and provision adjusted accordingly. At present the Chinnor doctors lists are slightly larger than those at Princes Risborough
2. **Date for next meeting. NOTE I had said on the agenda that the next meeting will be on 25 Feb 2022. As I return from holiday on Feb 24th the new date is Fri 4 March at 1100.**