MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) ZOOM MEETING HELD ON FRIDAY 27 MAY 2022 AT 11.00 AM

In attendance: Denys Williams Chair. Peter Yoxall. (Practice Manager (PM)). Dr, Ally Wilson (Partner). Nick Oakley. Anita Templar. Judith Young. Jane Padwick. Maggie Kaye. Shelley Jennings., Sue Ashdown, Mary Hutton. David Torrance

Apologies.). John Speller. Rose Williams. Stephen Reading. Marian Purdy.

1. **Minutes of last meeting**. Agreed.
2. **Matters Arising**. Chair had provided Jessica’s email and Anita now in contact with Kathy. The Answering machine message has been updated.
3. **Routine Practice Matters.** 
   1. **Staff**. The PM said 2 doctors were leaving. Dr Parkes has gone to a training practice which was her long-term aim. Dr Lo is moving to Derby as her husband has moved with his job. Dr. Spanswick has gone on maternity leave. Locums are covering the gaps but PM says he understands this is not ideal as patients like a designated doctor. They are recruiting for a receptionist for 20 hours. The phlebotomist (Rebecca) is leaving to go to university. They are hoping to recruit another gap year student to fill the post for next year. Judith asked about the departures of the doctors and PM said they were recruiting to fill these posts.
   2. **Extended Hours**. Ongoing discussions with the PCN about the NHS directive on ‘extended hours and improved access’ PCN’s are having to offer an additional 45 hours per week, including 9-5 on a Saturday, from October.
   3. **Appointments.** The appointments system will be migrating to an EMIS based system which will be cloud based rather than the locally based ‘Front Desk’ system. This will allow patients to use the NHS APP and Patient Access. The telephone system will also be changing as the copper line systems are being withdrawn. This project is being run by the CCG and there will be a 3 month notice period. Nick asked what the impact will be on patients. PM said there should be none but patients will have to migrate onto the new system by 1 Sept. These apps allow patients to do much more. At present they are restricted to ordering repeat prescriptions. Sue told about a patient trying to get an appointment using an auto redial facility which took 119 times to get through to find no appointment available and told to ring back the next day. Whilst the system may not be the bast available, you will always have people ringing for an appointment. She felt this system could leave people who were ill or vulnerable in a dangerous situation. The Chair said that he regularly checks appointment availability and, at present there were 2 appointments left on the system. If an individual feels that they are so poorly they cannot wait they should discuss it with the receptionist. The receptionist may be in a position to arrange a telephone appointment with the duty doctor. Shelly queried whether the receptionist was in a position to make the decision. PM said they would escalate the query if they needed. Nick asked why they could not be offered an appointment for the next day. PM said that was not the way the system presently works. The Chair drew the discussion to a close by saying with the impending change to the new appointment booking system both on line and by phone, there will be a need to re-examine the whole booking system. It was important that those who had not access to on line facilities must be able to have equal access to appointments.
4. **Appointments.** The Chair said that following the decision to change the appointment system, he has decided to scrap the survey. He said we want to be looking to sort the new systems out rather than be looking back on the old system and the time with COVID. The Chair had asked what was the ratio of allocation of appointments between face to face and phone. PM and Dr Wilson thought about 25 %. The Chair asked what numbers of phone appointments were then called in for a face to face. Dr Wilson said not many. The Chair asked if we will be able to book face to face appointments on line when the new system comes in. Dr Wilson responded that we could not have patients in the waiting room who had not taken a COVID test or had spoken to a receptionist. The Chair was unaware there was a requirement to do a COVID test prior to a face to face. Dr Wilson responded that when the patient had a respiratory condition, they should do a COVID test. The Chair said he would explore this further after the meeting. **ACTION. Chair to discuss with PM the when patients must do a COVID test prior to a face-to-face appointment.**
5. **Chinnor Matters.** Marion could not make the meeting but said that Lloyd’s chemist is ticking along and they have cleared the backlog of prescriptions. Problems arise when the regular staff are not there and they need locums. There is a national shortage of pharmacists which makes getting locums a challenge. She also commented that the local Chinnor Parish Magazine the Pump, regularly had an article from Unity Health and wondered if Cross Keys could do the same? Chair said a new Patient Newsletter was due out in June. Sue said that would be good. **ACTION. Chair to contact editor of the PUMP to discuss.** Nick asked if the regular Chinnor receptionist. Anne, was part of the ‘normal’ call answering team. PM said she was as they are all on the same call group. All receptionists have access to the same system and can make bookings. If you need to speak to her, you can be transferred as long as her line is free.
6. **Lloyds Pharmacy (Vantage**). The chair updated on the situation at Lloyds pharmacy. The new manager (Sam) has taken up her post. There was a complete breakdown following the departure of the previous pharmacist/manager. When the area manager became involved things slowly improved. She was very supportive. Now things are back to normal. The Manager has met with the relevant Cross keys staff and the Chair has met her. One area that will change is the provision of Dossett boxes (Prescriptions broken down into daily doses). This is very time consuming and not part of their contract. Sam has agreed that they will continue to make up Dossett Boxes for existing customers but no longer take on any new ones. Comments about Lloyds pharmacy in Chinnor Sue said it was a good as its going to be. Chair asked for feedback if you experience problems at the 2 Pharmacies.
7. **Town Festival.** Chair said the Town Council had asked all properties on the High Street if they could do something. The Chair has checked with the Town Council and no further action is required. The PPG does have a stall on the Saturday 9th July. We will be working in conjunction with the PCN to put on information about the PPG and the PCN activities. Any member of the PPG is welcome to support us. **Action**. PPG members to let Chair know if they are able to help on Sat 9 July pm.
8. **Format and Day/Time for future meetings.** The Chair said it would be good to get back to Face to Face meetings. He conducted a quick show of hands and the meeting was in favour. He said he would canvass opinion further before we make a final decision. **Action. Chair to canvass opinion from PPG members.**
9. **AOB.**
   1. **Newsletter.** Chair said a Practice Newsletter was due out in June. Would anyone write an article? No response but Anita asked about distribution. PM said it was sent out on line, hard copies available in the surgeries and it is published on the website. Anita thought this didn’t get out to those who need it. Could it also go out in local magazines? Chair said it could be 6 pages long and they would not likely print it. Shelley said she thought it was read quite extensively on line following her own experience when she had written an article. Anita asked if it would be ready for festival on 9 July. PM confirmed it would be out in June.
   2. **Prescriptions**. Mary questioned why she did not get a reply to her emails. PM said she should and queried how she was sending out her messages. They were actioned but did not appear to get a reply. **Action. Mary to contact PM to find out what is happening.**
   3. **Flu Jabs**. PM said Flu jabs arriving in Sept and flu clinics would be held in the first 2 weeks of October by appointment. Asked about COVID booster, not sure what is happening.
10. **Date for next meeting.** 2 or 3 Sept 2022