MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) ZOOM MEETING HELD ON FRIDAY 2 SEPT 2022 AT 11.00 AM

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

Apologies. John Speller. Stephen Reading. Marian Purdy. Nick Oakley, Maggie Kaye.

**Opening Remarks.** The Chairsaid that the past few weeks had been a challenging time for the Practice and patients. Quite simple too many patients chasing too few appointments. The Practice as lost 2 doctors and it has not been possible to replace these. In addition, getting locums during the holiday season has proved almost impossible. The Practice is doing all it can to resolve this issue but you only have to read the papers to know that throughout the NHS all sectors are facing a similar problem. The Chair re-iterated that any criticism made will be in a constructive manner and we will support the Practice to provide the best possible service to patients. Dr. Ally thanked the Chair for his remarks.

1. **Minutes of last meeting**. Agreed.
2. **Matters Arising**. COVID TEST. Chair had confirmed with the PM that there was no requirement for patients to have a COVID test prior to a face-to-face appointment. Face masks are optional for patients. CHINNOR PUMP. The Chair had spoken with the editor of the Chinnor Pump and they would welcome articles from the Practice. The Chair undertook to write the first one. TOWN FESTIVAL Our participation in the Town Festival went well and people were interested in the forthcoming changes to the way appointments will be made. PRESCRIPTIONS. Mary had not been able to speak to the PM. She was advised she could send emails to him and there was a dedicated email address for prescriptions, Crosskeys@NHS.net. There is a downloadable form for repeat prescriptions on the Practice website. Repeat prescriptions can also be handed in to the surgery.
3. **Routine Practice Matters.**
	1. **Staff**. PM said that Dr Golde-Brammer was leaving at the end of next month and they were looking to replace her as a partner. The replacement phlebotomist has now taken up her option to go to university so they are looking to fill that post. With the arrival of a new receptionist next week, all other departments are fully manned.
	2. **Named Accountable GP**. The Practice will be discontinuing the practice of named accountable GPs (NA GP) for every patient. Patients over 65 and those deemed to be at risk will continue to have a NA GP. This will help share out the workload of ‘higher use’ patients amongst the doctors. Shelley asked if they could still be seen by other doctors if their NA GP was not available. Peter confirmed they could if required. The purpose of a NA GP was to provide continuity of patient care by seeing all the relevant test results etc. Susan asked if there was to be a dedicated phone line for those in that category as they are more likely to phone in for an appointment, or would their name be flagged up on their records. PM said their records would indicate their NA GP but no priority phone line. Chair said that the NHS Contract required that all patients should be able to find out their named GP. PM said that patients are registered to the Practice and this had been the case for the past 10 years. **NOTE. The Practice website will need to be amended to reflect this change.**
	3. **Doctor.** Shelley asked if they knew why Dr. Golde-Brammer was leaving. Dr. Ally said that she had an interest in medical training and the long 12-hour day was not easy to sustain with a young family
4. **Appointments.** The Chair said that yesterday Appointments Online had been switched off and online booking was now being made via Patient Access or the NHS App. He had tried to use both these but there was no availability shown as very few appointments had been loaded. There had also been a glitch with the text system with patients receiving info incorrectly that they had a face-to-face appointment A number of patients came to the surgery. PM thought he had sorted the issue that seemed to have been caused by a GP reminder for a phone consultation. Chair asked if more on-line bookable appointments would be available next week when more doctors returned form leave etc. PM said that more had been loaded. Shelley asked what time the on-line appointments were released. PM said at 0800 but actually at 0759. Dr Ally said that the demands of a 12-hour day and the pressure on doctors to provide safe care needs to be looked at to stop our doctors leaving. Rose commented that her husband, who had worked in IT, had found the process of registering for Patient Access to be unnecessarily complicated. Were there any plans to help patients to sign onto Patient Access or the NHS App? Anita said she was in the same situation. The Chair said we had moved onto the next item.
5. **NHS App and Patient Access Training.** Following on from above Anita also said she was in the same situation without anyone to help. Chair said he had been looking at various websites to see if there was an easy to view training package and has yet to find one. For those that are not able to use on line booking phone bookings will always be available and will be the primary way to book appointments. Anita asked about repeat prescriptions. The Chair reminded that you can continue to drop in your repeat prescription requests or use the Practice email address for prescriptions. Unless you have signed up you cannot see your patient record. Judith asked about using Evergreen? PM said there were a number of online apps you could use and they are listed when you sign up, however, the Practice recommends using Patient Access as it uses EMIS which is their clinical provider so they can link straight through. The Chair said there was clearly further work needed to help patients. PM acknowledged that sometimes it was not easy. He had been speaking with Rachel (Head Receptionist) about this problem and they planned to speak to the doctors on Monday to see if they could make it any easier. Shelley asked if there was anything we, as a PPG, could do to help. Pm said sadly no as the work needed to be carried on the Practice clinical system. Chair thanked Anita for raising this subject and he would continue to work with the PM to help those less tech savvy. **ACTION. Chair to work with PM to help smooth the introduction of Patient Access and NHS App.**
6. **Chinnor Matters.** Chair noted that 2 of the regular Chinnor members were absent but Susan was there. He said that he had noted that Chinnor surgery has been closed during Core Hours. Due to staff shortages the surgery has been closed in Aug on Friday pm and this, due to staff shortages, will continue. This will continue to be reviewed. Susan asked that when the Parish Council asked the Practice for comments on housing development they reply and suggested that they say there would difficulty in coping with extra patients. PM said that up until this July they had been able to cope with taking on additional patients. Sadly, having lost 2 and then a further GP that is now not the case. However, when making the Practice response to planning applications they have to be honest as the situation is at that date. Dr Ally said that new developments tended to have a younger population that did not generate a large additional workload. Susan mentioned that although the PUMP editor lived in Scotland their family continue to live in Chinnor so a local link remains. Susan said that although you may not have an online facility you can still use services such as Pharmacy2U by dropping your prescription into the surgery with Pharmacy2U as your listed chemist. Your prescription will then be delivered by post. The Chemist is still a challenge and closes without warning due to staff shortages.
7. **Flu and COVID Clinics.** The flu vaccination dates have been published, 8 Oct Chinnor and Princes Risborough and 15 Oct Princes Risborough only. Invitations to book have been sent out. PM said there was still availability and they aimed to have 2 big clinics for about 870 patients each which should account for about half those eligible. Discussions on going with Unity Health who will be the lead for COVID jabs. Possible start date in November on a Saturday and take place at the surgery. The care homes will be looked after for both COVID and Flu by the PCN. Rowlands Pharmacy, The Guttmann Centre and Haddenham Pharmacy will be providing COVID jabs bookable via the NHS Booking System. David asked if the Practice would be combining Flu and COVID vaccinations. PM explained that they can do a flu jab in about two minutes but the COVID process means it takes about 8 minutes. As a result, they want to get as many flu jabs done early in a mass clinic to get those vulnerable and elderly flu protected. David asked if they would be using the new bi-valent vaccine. PM said he thought it would be the new Moderna bi-valent vaccine. Though that has yet to be confirmed. They might get Pfizer vaccine which hopefully will be pre-made. David asked if they would be using volunteer vaccinators. PM said yes and they had a good response from St Johns, the speed they vaccinators worked did vary though. David commented that the questions needed to be asked are still a bit outdated. Anita asked, as she volunteers at the Guttman Centre, was it OK to get her jab there. PM said yes.
8. **AOB.** Chair said that the PCN would be offering evening and Saturday appointments as from 1 October further details to be notified. Anita mentioned the work of the PCN’s social prescribers. She is in contact with Kathy and not many people are aware of what is going on. She will keep us updated.
9. **Date for next meeting.** 25 Nov 2022. The Chair will consider having a hybrid meeting with face-to-face for those who can make it but using ZOOM for those who cannot.