

MINUTES OF CROSS KEYS SURGERY PATIENTS' PARTICIPATION GROUP (PPG)
ZOOM MEETING HELD ON FRIDAY 20 JULY 2023 AT 12.00 NOON

In attendance: Denys Williams Chair, Dr, Ally Wilson (Partner), Ann Lukas (Practice Manager), Rachel Gray (Practice Manager), Anita Templar, Judith Young, Teresa Lawrence, Deb Dobson, Sue Ashdown.

Apologies. John Speller, Rose Williams, Deb Dobson. Jane Padrick, Stephen Reading Rose Williams, Maggie Kaye, Nick Oakley, Marian Purdy, Shelley Jennings

Via Zoom David Torrance (did not connect!).

Opening Remarks. The Chair welcomed those present to our face-to-face meeting since COVID. Members said they were glad to be back together. There were quite a few apologies, various reasons but hopefully we will have strong turnout at our next meeting. Chair is still busy trying to recruit new members.

1. Minutes of last meeting. Agreed.

2. Matter. Arising.

Patients getting Access to Medical records. Ann (PM) said that patients can now access all their new records and current records. This means that they can check test results etc on line without ringing. They cannot access older information and, to do this, they need to complete a 'Patient Access Form (Available on the Practice website or from reception).

3. Routine Practice Matters. Ann (PM) said Rachel and her were settling in after 6 weeks in the job. A new partner Dr.Hettiarachchi arrives 1 Aug and a new paramedic Chris McGhie. Chris will be able to help the duty doctor.

4. Appointments. The Chair said that there still had been no change to the appointment system yet as the Practice was still waiting for the new digital telephone system. Rachel (PM) then gave us an update; they are hoping that the new phone system will be installed in September. The new phone system will have many benefits, importantly for patients, they can get an automatic call back without having to hold on and work through the queue. They will NOT lose their place on the queue! The Practice then intends to go to a triage system. Dr Ally said this was an unwelcome but necessary move. Quite simple the demand for GP services outstrips the capacity of the Practice. Many appointments can best be dealt with via other routes leaving clinicians to deal with those patients that need their attention. Rachel (PM) said that had visited other Practices and have developed a simple questionnaire with 5 questions. Patients will be able access the triage form via the NHS App and via our website or, for those not tech savvy, receptionists can assist them to do it. The forms will then be triaged by a doctor and their decision will be passed on to the patient by reception. It must be made clear- the receptionist is not carrying out the triage just communicating the doctor's decision. When a date has been set for introduction, all appointments will not be bookable ahead. There was reluctant agreement that this has to be the way ahead.

There was a lively discussion as how to help introduce the system. Clearly it will be important to let all the patients know about the forthcoming change. Sue said she could help around Chinnor with a flyer similar to the one Unity Health distribute. Teresa suggested using school links and U3A. The Chair said that more patients need to sign up to use digital system. He suggested that, when the position of the new phone system and the triage appointment system were more developed, we had another PPG meeting. This will help iron out potential problems, ensure patients are aware of the changes and help with a 'real life trial'. **Decision. Chair to liaise with PMs and arrange another PPG meeting to help introduce new triage appointment system.**

5. **Pharmacies.** The Chair said that he had visited and spoken with our 3 local Pharmacies impacted by the Lloyds sell off.
 - a. **Little Lloyds (Vantage Pharmacy).** This is still under Lloyd's ownership, it will go! they have a full-time manager but a locum pharmacist.
 - b. **Novus Pharmacy (Big Lloyds Princes Risborough).** They are busy restocking, are understaffed and have a manager/pharmacist.
 - c. **Chinnor Pharmacy (Previously Lloyds).** Restocking this weekend. Looking forward to meeting customer needs. Have regular locum pharmacist and hopefully one of them will take permanent position.

Although the 'nominated pharmacy' should have automatically changed to the 'new' pharmacy, the Pharmacies suggested patients just check its happened. The PMs said it should have! The provision of prescriptions has not been impacted during the changeover. Deb said she gets an excellent service via the online post system for prescriptions. Dr Ally commented on 'dosette boxes', some are made up in strips and these are awkward to handle with arthritic hands! Furthermore, carers are not allowed to make them up. It's a time-consuming process for pharmacists and not funded, as a result many will not make them up. Carers are not allowed to make up patient's meds but perhaps this needs to change.

6. **Primary Care Network (Phoenix Health) Update.** The Chair had been unsuccessful in contacting the PCN Manager. Following the departure of Dr Thornton, the PCN is still without a permanent Clinical Director. the PCN would not be allowed to operate without one. Dr Jo Golde-Brammer fills the post temporarily. Chair asked Dr Ally why no doctor from the 3 Practices, served by the PCN, was prepared to do the job? She said that it meant giving up patient time. Anita and Sue asked for further information about the roles of the PCN. Chair directed them to their website <https://phoenixhealthpcn.org.uk>. See Annex which gives a list of what they do. Dr Ally said they provide excellent support in a variety of roles, in particular their paramedic does a lot of care home visiting. particularly helpful is the Community Support team. They run a number of drop-in sessions at local cafes close in each Practice Area.
7. **Chinnor Surgery Hours.** It was disappointing that the Practice can no longer, at the present, man the Chinnor surgery. Dr Ally explained that few of their doctor's work on a Friday. So, it is difficult to get PR based doctors to go to Chinnor as both the Partners who work there do not work Fridays. Sadly, we have to accept that, due to

the shortage of doctors, they can choose when to work. She said the Partners have to ensure we do not burn out our doctors. They cannot use locums there as they need support and the nurses cannot work without a doctor present. The staff enjoy work at Chinnor and they too are disappointed at the closure. Sue raised the transport problem for those without cars etc trying to get to Princes Risborough. She said the regular bus route between Chinnor and Princes Risborough is likely to be axed. The Good Neighbour Scheme could help with notice. Dr Ally said if they needed to see a doctor on the day they would have to use a taxi if needs be.

8. AOB. Chair

- a.** Flu and COVID Vaccinations. The Chair asked if there was any information about Flu and COVID Autumn vaccination clinics. PMs responded, although Flu jabs had been ordered, no further information available. PPG members are willing to help when dates are known. **Action. PMs to Chair advise when vaccination dates are known to arrange PPG support.**
- b.** The Chair said he had sent out 2 recent patient surveys. By and large Cross Keys has performed better than the average English practice. One weak area was in use of digital platforms. This needs to improve to help both patients and the Practice.
- c. Macmillan Big Coffee Morning.** The Practice will be supporting the Macmillan Big Coffee morning which will take place on Friday 29 Sept. PPG members are welcome to come and help and support the event. **Action.** Chair to remind/encourage/ volunteer support for the event!

9. Date for next meeting. 19 October 2023

ANNEX: PHOENIX HEALTH PCN SERVICES

ENHANCED CARE IN CARE HOMES

Phoenix Health PCN has a growing, multi-disciplinary team who help our GP practices to care for and provide additional services to the residents of the 8 care homes in our PCN area.

The care homes in Phoenix Health PCN area are:

Cross Keys Practice

The Old School House Princes Risborough

Cherry Trees Princes Risborough

Hempton Fields Chinnor (shared with Unity Health)

Icknield Court Princes Risborough (shared with Unity Health)

Haddenham Medical Centre

Bartlett's Stone

Stone House Stone

Abbeyfield House Haddenham

Chiltern View Stone

Unity Health

Hempton Fields Chinnor (shared with Cross Keys Practice)

Icknield Court Princes Risborough (shared with Cross Keys Practice)

CLINICAL PHARMACY TEAM

Our Pharmacy Team work closely with our member practices and our Care Homes Team to optimise the best medicines for patients by carrying out Medication Reviews, ensuring prescribing is patient focussed, safe and following the latest guidelines to produce the best possible patient outcomes. Practices and the Pharmacy Team are assisted by on-line clinical pharmacists who answer general medication queries and do medication reviews. This on-line service is provided by Virtual Pharmacist Ltd.

The Community Pharmacy Consultation Service (CPCS) whereby 111 and practices can refer patients to a community pharmacy near them for minor illness and injury is being rolled out across England. The pharmacy team will link with our local community pharmacies to maximise use of this service.

SPECIALIST MENTAL HEALTH ADVICE

Our Specialist Mental Health Practitioner (MHP) is available to support and advise the practice teams on mental health in the context of complex patients, signposting, referrals to mental health teams and services, and teaching.

The MHP focusses on complex or stuck patients who fall between the current remit of services such as IAPT (Healthy Minds) and those who are cared for by Community Mental Health Teams. The aim is to intervene at an earlier stage before patients reach true crisis point and support them to maintain health in all aspects, support to readjust imbalances in physical health and in doing so hopefully increase the life expectancy of those with mental illness.

COMMUNITY SUPPORT TEAM

Consisting of Care Co-ordinators, Social Prescribers and Health & Well-being Coaches this team work to improve the health and well-being of patients who need non-medical help and support to improve their lives by sign posting to local services and offers of support, helping people who are feeling lonely or isolated, providing coaching to empower and motivate patients to adopt a healthier lifestyle. For more information on these roles see the Who's Who section of our website.