MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) MEETING HELD ON THURSDAY 19 OCTOBER 2023 AT 1100

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

Apologies. John Speller, Rose Williams, Judith Young, Jane Padwick, Rose Williams, Maggie Kaye, Nick Oakley,

Via Zoom David Torrance, Stephen Reading (did not connect!).

1. **Minutes of last meeting. Agreed.**
2. **Matter. Arising**.

**Appointments.** There was no requirement for an extra meeting as there has been no change to the appointments system.

**Flu and COVID Clinics.** The Practice did not need any PPG support for the Flu clinics. The Chair remarked that he was disappointed that the Practice had not been able to carry out COVID vaccinations. He knew the Practice was busy but was concerned that many elderly would miss out as no pharmacies in Princes Risborough were doing COVID vaccinations. He hoped that, if there is a Sping COVID programme the Practice could participate. Ann (PM) said that the housebound and care/nursing homes had been offered COVID vaccinations but without the support of Unity Health and the PCN is was not possible to run our own programme.

1. **Routine Practice Matters.** Ann (PM)said we lost a full-time practice nurse in August, Laura when she re-located. On 6th November we have a new Practice Nurse starting, Olive Gronow. We also lost one of our phlebotomists last month. We are currently recruiting for a Phlebotomist, Salaried GPs and an IT administrator. Ann said she would welcome an IT administrator as she said she and Rachel are doing this role and it would be great to have someone to update the website. Our McMillan coffee morning raised just over £230.00 We have had a new partner, Dr Dushan Hettiarachchi (known at Dr Hetti) start in August, and a Specialist Paramedic, Chris McGhie. Ann was asked if we were up to strength for doctors. There are currently 6 Partners, one salaried doctor and 3 Registrars. In essence, The Practice is two doctors short who are covered by locums. Dr Ally was optimistic for the future as many doctors, who went down the Locum route, are returning to salaried positions.
2. **Appointments.** The Chair said that there still had been no change to the appointment system but the new telephone system was now in use (See Item 5). There ae still ongoing discussions about a triage system. The Chair asked what happened to patients when the ‘appointments of the day’ have all been filled? Rachel (PM) and Dr Ally explained that, if the patient explained the problem, the receptionist would decide an appropriate course of action. If the problem was considered serious, requiring on the day action, the patient would have a call back from the duty doctor or paramedic. Dr Ally explained that many requests to see a doctor can be better resolved through an alternative course of action. Some patients are not prepared to discuss their condition with a receptionist. This is a problem, as the receptionists have a wealth of experience in directing patients, where appropriate, to a solution. The feedback from the group is that the receptionists do an excellent job. Shelley however, highlighted an instance where she felt her dealing with a receptionist was not good enough. Sue asked about triage and suggested patients need clarification on how the appointment system worked. Sadly, only a small proportion of patients have given permission to be contacted via SMS or email. To do this they need to complete a consent form available on the Practice website. This makes getting information out more difficult. Whilst copies of the Newsletter are available for pickup this is only a small portion of the patient population. Ann (PM) said that only 4498 (checked figures) patients were signed up to receive emails. **ACTION. The PMs to provide updated information on the appointment system. Chair to see how we can best inform patients the benefits of signing up for SMS or emails.**
3. **New Phone System and Protocols.** The new phone system has been introduced successfully. This was designed to be a seamless transition. The feedback from patients is that it is most welcome not to have to wait in a queue and the call back system is good. Rachel explained that the first 8 callers do queue and the remainder are placed into an automatic call back system without losing their place. It was suggested that more info on the new telephone system be published. **This can be combined with Action at Item 4.**
4. **Continuity of Care.** The Chairsaid that up to a few months ago every patient had a named accountable GP. This continues for those over 65 years and those considered at risk. However, other patients were not allocated an accountable GP. He had feedback that patients would prefer their ongoing condition to be managed by a single GP. Cross Keys strives to maintain the traditional values of the "Family Doctor". Dr Ally said that they had had to do this when they had a shortage of staff, resulting in an unacceptable workload on the remaining Partners. They hope, when they get up to full strength, that patients will be allocated an accountable GP.
5. **Pharmacies.** The Chair had spoken with our 3 local Pharmacies. The sale from Lloyds is now complete. The pharmacies have said that the transition has gone well and they are now fully stocked. The has been a noticeable improvement in the service provided by Chinnor Pharmacy. The owner seems determined to provide a really good community pharmacy. Chinnor Pharmacy also provided COVID vaccinations, which was most welcome with the local population. They had to change the repeat prescription process to bring into line with NHS guidelines. As a result, they now cannot re-order prescriptions on behalf of patients.
6. **Primary Care Network (Phoenix Health) Update.** The Chair had a meeting with the PCN staff and the Chairs of the other Practices PPGs last month. The PCN is providing a wide range of services to support the three Practices (Cross Key, Unity Health and Haddenham. There is a follow up meeting next week. It was felt that patients needed to be more aware of the services available. There was also a project for the PCN to help people master the NHS and Patient Access APPs. There is a further meeting next week with the PCN. **ACTION**. **Chair to update PPG members following PCN meeting of outcomes.**
7. **Chinnor Matters.** The surgery is only open on Friday mornings. Marion asked if there are plans to go back to Friday pm openings. Dr Ally said that she was the only Partner working Friday pm! So not being considered. Marion and Sue were pleased about the improvement in the service from the Chinnor Pharmacy.
8. **AOB.** Chair
   1. Shelley asked Dr Ally if she was able to deal with more patients with telephone appointments against solely face-to-face. Dr Ally said yes.
   2. Chair said that one patient had complained they were not getting call backs to discover their number was ex-directory. Lesson learned!
9. **Date for next meeting.** 11 January 2024