MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) MEETING HELD ON THURSDAY 6 JUNE 2024 AT 1200 NOON

In attendance: Denys Williams (Chair), Ann Lukas (Practice Manager (PM)), Rachel Gray (PM), Evelyn Daley (Minutes), Anita Templar, Teresa Lawrence, Deb Dobson, Marian Purdy, David Torrance Deb Dobson, Rose Williams, Carol Sloots-Majumdar, Paul Woodward-Court, Liz Wager, Vallaine Bell, Kathy Gillman-Russell

Via Zoom: ?

Apologies. Alison Harrison, Stephen Reading, Shelley Jennings, Judith Young, Maggie Kaye, Sue Ashdown, Elizabeth Rouse, Jane Padwick,

1. **Introduction**

Thanks were recorded for Dr Ally Wilson, who has left the Practice, for all her hard work and support of the PPG**.**

The new Partner rep is Dr Lucy Guest.

1. **Minutes of last meeting - Agreed.**
2. **Matters Arising**
* **Newsletter.** The newsletter is available by email or hard copy. The latest edition has just been produced.
* **PPG Contribution.** The Chair is to give members of the PPG more opportunity to contribute to the newsletter.
* **Appointments.** PMs to give an update on the Ask First App – triage system.
* **Challenges for 2024.** An aim is to get more people to use the Ask First and Patient Access Apps. These reduce pressure on the practice and allow people to manage their own healthcare. Primary care is changing and there is a requirement to give digital options in addition to allowing people to still make appointments by phone or in person. No one should be disadvantaged. The Chair has a PowerPoint presentation that he has taken to a WI meeting and other meetings are lined up.

**Action:** All - let Chair know of other groups.

* **PPG Membership**. The PPG is still not representative of the Practice’s population. It was suggested that parents and mums-to-be could be targeted.
* The names of the PPG members who agree, are to be included on the Practice website.
1. **Routine Practice Matters**

Friends and Family Feedback from May:

567 very good

111 good

19 neither good nor poor

7 poor

5 very poor

2 don’t know

Percentages of very good or good responses since we started in February are:

May 95.6%

Apr 93.7%

Mar 96.25%

Feb 94.28%

* GPIP – General Practice Improvement Programme – this is organised through NHS England. A facilitator is looking at every area of the practice including: appointments, reception and process mapping. This piece of work should be completed in July.
* Friends & Family - the system is working well and is good for staff morale. It is helpful if patients include their name when providing feedback.
* The Practice is now officially recognised as a Safe Surgery.
* New patients are now able to register online. The practice has over 15,000 patients (4,000 in Chinnor and 11,000 in Princes Risborough).
* The Practice has the following new GPs – Dr Rangah Niranchanan (Partner), Dr Dimitris Zachariades (Partner) and Dr Rekha Sharma (salaried GP based in Chinnor).
* Pharmacy First posters were handed out. This service enables pharmacists to treat, and prescribe, if necessary, seven common conditions. All our local pharmacies are now participating in the scheme. The post consultation information is fed back to the Practice for the patient’s records. If required, the pharmacist will refer the patient back to the Practice.
* Funding has been cut for sending text messages, so the Practice will be emailing patients more. It is therefore important that patients provide an email address if they have one. Letters are still sent to patients without a mobile number.
* All patients are being allocated a designated doctor patients can find out from reception who is their designated doctor. Patients can request to change GP. ([www.crosskeyspractice.co.uk/online-forms-2](http://www.crosskeyspractice.co.uk/online-forms-2)).
1. **Appointments**

Statistics given out for May.2024. See Attached. The first 2 sheets show the breakdown of appointments booked via ASK FIRST. The second 2 sheets are a composite of all booked appointments. ASK FIRST booked appointments represent 13 % of available appointments. There are some interesting statistics that come out. Those booking via ASK FIRST have less proportionally multiple appointments, less cancellations and a lower rate of did not attend (DNA). A greater proportion of patients booked via ASK FIRST had telephone/audio appointments than those booked via the phone or on person. These are early days in the use of ASK FIRST and the number of available bookable ASK FIRST will increase. Finally, during the month about 1/3 of registered patients saw a clinician!

1. **Ask First App**

This is used to book appointments. The Patient Access or NHS App allows people to order medication, review their medical records and test results so both are needed. Feedback on Ask First has been positive. It was clarified that only a percentage of appointments is available to be booked (13% in May) and the rest are booked via phone or in person. The percentage of Ask First appointments will be increased as more people use the App is seen as a positive that appointments can be booked ahead although some patients have been booking multiple appointments. Only certain types of nurse appointments can be booked. Ask First is an evolving system and you should be able to ask to go to your GP’s appointment list. Parents can set up accounts for their children under 16 **Action.** PMs and Chair to put further information on the website about the evolving use of the Ask First App.

1. **Primary Care Network (PCN) Update**

The PCN is made up of Cross Keys, Haddenham and Unity Health and provides many additional services including mental health services, pharmacy medication reviews, care co-ordinating, social prescribing and health and well-being coaching. For further info see [Home - Phoenix Health PCN](https://phoenixhealthpcn.org.uk/).

1. **Chinnor Matters**

It was reported that there have been big improvements in Chinnor. Things are much better at the pharmacy and a new doctor has been recruited (see previous note on new GPs).

1. **AOB**
* **Pharamacies.** The Chair regularly visits the local pharmacies. Our local pharmacies are now providing a much better service having been sold off by the Lloyds Pharmacy Group.
* **New GPs.** The Chair has arranged a meeting with the new GPs on 10th June to give them information about the PPG. (Note this was done at the regular staff meeting)
* **PPG going forward.** Practices are required to have a PPG but there is very little guidance on how they should be run and their format. It is important to promote the Practice to the patients and to get feedback. The composition of our PPG is not at all representative of the patient population. The Chair said that we need to think about the future format of the PPG. **Action.** Chair to make proposals to the PPG as to its shape and size.
* **Facebook.** The Practice has an active Facebook page.
* **Blood Pressure Results.** The PMs asked that patients submitting blood pressure readings do it through the format as per the Practice website ([www.crosskeyspractice.co.uk/online-forms-2](http://www.crosskeyspractice.co.uk/online-forms-2)) or through the link you may be given.
* **Summary Care Record.** This means that a patient’s details can be shared.
* **Social Prescribers.** Details can be found on the Phoenix Health website.
1. **Date for next meeting.** Thursday 5th September 2024

Attachment. Appointment Figures for May 2024.