MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) MEETING HELD ON THURSDAY 5TH SEPTEMBER 2024 AT 1200 NOON

In attendance: Denys Williams (Chair), Ann Lukas (Practice Manager (PM)), Rachel Gray (PM), Dr Lucy Guest, Evelyn Daley (Minutes), Anita Templar, Judith Young, Nick Oakley, Marian Purdy, Jane Padwick, Rose Williams, Carol Sloots-Majumdar, Paul Woodward-Court, Liz Wager, Elizabeth Rouse, Alison Harrison

Apologies: Deb Dobson, Shelley Jennings, Vallaine Bell, Kathy Gillman-Russell, David Torrance, Stephen Reading and Maggie Kaye.

1. **Introduction**

Denys welcomed everyone to the meeting.

1. **Minutes of last meeting - Agreed.**
2. **Matters Arising**

* **Texts.** The PMs explained that, due to a cut in funding, fewer texts are now being sent out.

1. **Routine Practice Matters**

* Dr Zachariades has left the Practice for personal reasons. A new partner will be recruited. Dr Spanwick will be going on maternity leave in December. There will be a maternity cover for 12 months.
* RCV vaccines – these are being offered to patients aged 75-79. The ‘flu jab will be available from 3rd October. It is for patients over 65 years of age or under if they are classed as vulnerable. There will be ‘flu clinics on 4th, 5th and 12th October. The Covid vaccine has been ordered and it is hoped that this will also be available from 3rd October.
* DNA (Did Not Attend) – this is going to be addressed and a new protocol written. It is not possible to fine people. The suggestion was made to look at the demographic.
* From this week all appointments will be 12 minutes (previously 5 minutes for phone appointments and 10 minutes for face-to-face).
* Newsletter – some members of the group had not received the latest newsletter. **Action:** PMs to check communication method.

1. **Appointments and Ask First App**

* The 8am queue has stopped. The result has been improved staff morale. The phones can be answered more quickly and it is a fairer system.
* 6,000 patients have signed up to Ask First, which is triage based.
* The surgery aim to transition to a total triage system.
* Repeat prescriptions can be ordered in person by handing in a script to reception, ordered by email using the form in the Practice website or by using the NHS or Patient Access App. (see www.crosskeyspractice.co.uk/prescriptions).
* It is possible to set up a separate Ask First account for children. Ask First is looking to change the system to be able to book on someone else’s behalf without being able to access their medical records.
* Patients must consent to someone dealing with a GP on their behalf. (See [www.crosskeyspractice.co.uk/online-forms-2](http://www.crosskeyspractice.co.uk/online-forms-2) Allowing others to speak on your behalf).

1. **GP Patient Survey 2024**

232 surveys were sent out and 100 returned. 72% of those surveyed said that the surgery was good. The national average is 75%. 85% said that the admin team was good.

1. **BMA GP Dispute**

There is extra funding for additional nurses and other services but not for doctors. The partners will not be taking any action that affects patient care ie they will not be reducing to 25 appointments; the action will be more administrative.

1. **Self-Care Week**

18th to 24th November. Denys, Allison and Kathy, the PCN Health and Wellbeing contact, plan be hosting a display in the library with information and leaflets. There may also be displays at Cross Keys and Chinnor. There was a request for helpers.

1. **Chinnor Matters**

* There was some confusion over a letter that said to ring the surgery to book an appointment in 6 weeks’ time. The receptionist said that this was not possible but the patient was able to do so using the Ask First App.
* The surgery is fully staffed (three GPs + nurses) although there were some absences during the summer.
* The surgery closes at 1:30pm on Fridays, this is unlikely to change.
* The pharmacy is still very good but the pharmacist is due to go on maternity leave, which could be a cause for concern.
* There was a general discussion about the pharmacies in Princes Risborough. It is possible to sign up with the pharmacies to receive texts when medication is due to be collected. Prescriptions can also be delivered.

1. **AOB**

* The check-in touch screens are not working properly due to a bug in the EMIS system (NHS). This is likely continue for a few more months and, in the meantime, the Practice has employed a check in clerk at Risborough surgery during the busiest time 9 am to 1 pm.
* The feedback text after every appointment has to be sent as part of the NHS contract and the feedback is reported monthly. The positive feedback is good for staff morale.
* **Princes Risborough War Memorial Trust.** Alison gave information on this small charity for residents of Princes Risborough. The purpose of the Trust is to help with the costs of unforeseen needs that accompany illness or disability eg medical equipment or hospital transport. **Action:** GPs and Social Prescribers to signpost and include in next newsletter.
* **Macmillan Coffee Morning.** The surgery will host a coffee morning 10am to 12pm on Friday 27th September (date TBC).

1. **Provisional date of next meeting**

Thursday 5th December 2024