MINUTES OF CROSS KEYS SURGERY PATIENTS’ PARTICIPATION GROUP (PPG) MEETING HELD ON THURSDAY 9TH JANUARY 2025 AT 1200 NOON

In attendance: Denys Williams (Chair), Rachel Gray (Practice Manager (PM)), Dr Lucy Guest, Evelyn Daley (Minutes), Nick Oakley, Marian Purdy, Jane Padwick, Rose Williams, Carol Sloots-Majumdar, Shelley Jennings, Maggie Kaye, Paul Woodward-Court, Alison Harrison, David Torrance (Zoom), Deb Dobson (Zoom)

Apologies: Judith Young, Anita Templar, Sue Ashdown, Vallaine Bell, Kathy Gillman-

1. **Introduction**

Denys welcomed everyone to the meeting and apologised that the December 2024 meeting was postponed.

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

* **Newsletter:** This is sent by email, published on the website and there are paper copies in the surgeries.
* **Did Not Attend:** The Practice is following up with those people who have missed appointments. Reminders are no longer sent by text due to the cost of sending texts. Feedback texts are funded separately.
* **Touch Screen:** This is still not working properly in Princes Risborough and EMIS has been chased again. There is an additional cost of employing someone to book in patients.

1. **Chinnor Matters**

* Clarification was sought over the conditions that could be seen and treated by a pharmacist. One NHS Pharmacy First flyer did not have an age group for women who can be treated for UTIs and this incomplete information was in December Newsletter ‘Patients View’ However, fuller information article on UTIs was in the article ‘Urine samples. Ie age group 16-64.
* There is no blood pressure monitor at the surgery due to a lack of space, but this will be revisited.
* There was a reminder to turn on the TV screen.
* Marion praised the reception team for their handling of difficult conversations.

1. **Appointments**

* Ask First is not working as well as hoped. The Practice’s primary contact with Ask First has left and it now has to deal with someone in America. Each Doctor has six Ask First appointments per day and the advice is to keep trying to use this platform. It is still working well for appointments with the nurses.
* The Practice has contacted the Integrated Care Board (ICB) to look for a funded solution to replace Ask First the Practice has been advised to hold on as the ICB is looking to introduce a common app across the region.
* A variety of non-doctor appointments can be booked directly through Reception. It was stressed that it is important for patients to give a resume of the medical problem when booking appointments on the phone or in person. This allows the receptionist to signpost the patient to the most appropriate service and also have a better idea of the urgency of the request. If making an appointment request in person and, they feel they need more privacy, Rachel mentioned that patients can ask to do so in a more private area.
* The phone ‘ring back’ is working well.
* Denys will work with Hannah to provide a patient information guide. **Action**

1. **Routine Practice Matters**

* The Practice is fully staffed as a new partner, Dr Ginika Lazz-Onyenobi, has been appointed and she will be providing six sessions on Tuesday, Thursday, and Friday. Dr Spanswick is on maternity leave and her patients are being looked after by Dr Keran.
* Demand is very high even though the Practice is overproviding according to the NHS contract. Demand is consistently high but always increases at this time of year.

1. **Primary Care Network Update**

The PCN Manager has left and the PCN busy trying to recruit a replacement. It is hoped that, in the future, there will be a closer working arrangement with the Practices’ Practice Managers and the PCN. Unity Health can no longer provide working space for the PCN at Chinor and their work is now based at Haddenham. PPG reps were not invited to the last meeting due to many issues under discussion but their participation will resume.

1. **AOB**

* During Self-Care Week, Denys and Kathy ran an information stand in the library with support from the PCN: Viv, a health coach, and Lisa, a social prescriber. There was good feedback from the morning’s activities.
* Shelley gave a positive example on the quality of patient care.
* Paul has experience of EMIS and offered his help. The Statement of Requirement needs to be clear.
* Denys is looking for a PPG Deputy for when he is unavailable. He offered his thanks to Dr Lucy and all the staff in the Practice for their continuing hard work at this busy time supporting the patients.

1. **Provisional date of next meeting** Thursday 3rd April 2025