

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) MEETING
HELD ON SATURDAY 22 APR 2017 AT 09.30 AM IN THE SURGERY.

1. MINUTES OF LAST MEEETING. The minutes of the meeting held on 7 Jan 2017 had been circulated by e-mail and were agreed.
2. MATTERS ARISING.
 - a. The last part of the disabled doors programme at the Princes Risborough surgery will involve a ramp to the front door. There was discussion about the shape of the ramp and the likely safety impact on pedestrians in the High Street. Dr Wilson asked for the matter to be discussed at Partners Meeting. **Action: Practice Manager.**
 - b. Although the latest newsletter had been circulated members commented that they had not received it by the e-mail system. Clearly there is a problem in the electronic distribution. **Action: Practice Manager and Chair to discuss.**
 - c. The PPG is well represented by patients form the Chinnor. However the newsletter and other publicity have neglected this. Chair apologised.
 - d. Following our Jan meeting, an open meeting was held with the manager of Lloyds at Chinnor. One member said that there seems to be an improvement in staff attitude. **NOTE. It would be useful if we can have further feedback at next meeting.**
 - e. Chair and Practice Manager had discussed appointment situation. Intention is to get more people to use on-line appointments as this will reduce the load on receptionists and allow non internet users to access the telephone booking system easier. There has been an increase in the number of patients signed for on line appointments. Perhaps an answer phone message could be used to advise patients that they can book on line. Chair suggested that those at the meeting try out the online system and see how easy it is and check availability of appointments.
3. PRACTICE MATTERS. Question asked of Practice Manager about split of appointments between Chinnor and Princes Risborough (PR) and allocation to staff. There are about 100 appointments available daily and about 77 go to PR and 23 to Chinnor. Besides the doctors there are 4 practice nurses and 4 health care assistants. When bookings are made for non-doctor appointments (dressings etc.) the receptionist will allocate patient to appropriate staff. Surgery trying to recruit another GP to join surgery but it is challenging. Question asked about Town Plan and increase in population. Cross Keys has the capacity to expand but funding is based on patient population. During the winter the Locality made available a paramedic team to assist the surgeries. Whilst the scheme had been successful, Cross Keys was not a big user and the feeling was that that it proved to be an expensive option.
4. FEEDBACK FROM LOCALITY MEETINGS. Chair advised that the locality meetings had recently not included patients as the clinical staff and CCG wanted to examine how best to engage with patients. It has been proposed that a Locality PPG is set up to meet monthly. Every quarter there would be a joint meeting with the clinical and CCG staff. The other PPG meetings would follow on from the clinical meeting. A final decision as to the revised format is still under discussion.
5. FEEDBACK FROM CCG PUBLIC MEETINGS. The Chair had circulated the Power Point presentation to members. Bridget attended the meeting and highlighted that it focussed on those surgeries that did not have an active PPG. She felt the most important thing was the need to have as many patients on an internet database to communicate by e-mail and distribute info etc.
6. WHAT DO WE WANT THE PPG TO DO? In summary we felt that the PPG needs to help educate, communicate and improve patient participation. Key to this is access to an e-mail database. **Action: Practice Manager and Chair to discuss.**
7. DATE FOR NEXT MEETING. Although 15 July 2017 was suggested some members asked Chair to look for another date. **Action: Chair to canvass members as to next date.**