

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) MEETING HELD ON SATURDAY 21 APR 2018 AT 10.00 AM IN THE SURGERY.

In attendance: Denys Williams Chair. Dr Wilson. Partner's Rep. Peter Yoxall. Practice Manager. Rose Williams. Kathryn Trout, Judith Young Bridget Le Huray. Shelley Jennings . Marian Purdy. Marion Foster. Maggie Kaye.

Apologies: Nick Oakley, Val Porter,. Robert Martin. John Speller.

Chair welcomed our new member, Maggie Kaye.

1. **Minutes of last meeting.** Agreed.
2. **Matters Arising.**
  - a. Flu Vaccine Programme. We will help support the flu vaccine programme and make surgery members know about the financial advantage of having it done at surgery as against local pharmacies. **Action Chair and PM to highlight in next newsletter**
  - b. SCAS. Members who raised matter not at the meeting but I understand that Roehampton Hospital wrote to the surgery to seek a way ahead. **Action Chair will follow up with surgery.**
  - c. Self-Care checklist. There was no further action by the surgery.
  - d. Chinnor Pharmacy. Still ongoing problems with prescriptions.
3. **Healthwatch Bucks Presentation.** Helen Smith gave an overview of the role of Healthwatch, it is a government funded organisation to ensure that decision-makers and health and social care services put the experiences of people at the heart of their work. They also support PPGs and have an extensive amount of support available on the web. She highlighted some of their recent studies. Of interest were the telecare and hearing loss reports with their Dignity in Care report. They welcome feedback from patients and groups so they can help shape our future medical services.
4. **Practice Matters.**
  - a. Dr.Goldie Brammer to take on joint injections.
  - b. Practice Manager (PM) described the difficulties with GDPR and patients would be asked to review their summary care records. There could be problems distributing the Newsletter electronically..
  - c. The Practice Website needs renewing and the PM subsequently sent out an example for members to look at. (Comment looks much easier to navigate and find the information you want. There will be change to the on-line booking system).
5. **Feedback from Locality CCG Meetings.**
  - a. There have been no Meetings recently but Chair, Shelley and Marion attended a CCG wide meeting on 12<sup>th</sup> April 2018. There was a good presentation on Bucks efforts to improve the activity levels of the population. Nicola Lester from the CCG gave a talk on the transformation plans and how the CCG can support PPGs.
  - b. Locality CCG Meetings will resume in Sept 2018
6. **Chinnor Matters.** There are still problems with the Lloyds Chemist and the surgery is looking at ways to better provide medicines to the patients at Chinnor. Marian and Bridget had a meeting with Unity Health. Request that flu dates are publicised early. The PM was asked about nurse availability and the duty doctor cover. He explained that the staffing is shared on a patient ratio. The duty doctor works out of Risborough surgery. It was suggested that the next newsletter could describe a typical duty doctor's day.

7. **What the practice wants for the PPG.** This item was left open to allow time for the Healthwatch Bucks presentation
8. **PR Town Festival.** We had hoped to have a stall at the Princes Risborough Town festival and were on the waiting list (Subsequently advised no spaces so we will try again for next year).
9. **AOB.**
  - a. Discussion on the Thame Hub and its purpose. Whilst it does provide local services, elderly home care and some specialist outpatient clinics, for some a referral to a location with better diagnostic services is required.
  - b. It is 2 years since our last patient survey. There are some useful model questionnaires on the internet and from other PPGs' which could be amended. **Action Chair and PM to prepare questionnaires for a patient survey to be conducted in the autumn ( To be discussed at next meeting).**
10. **Date for next meeting** 14 July 2018