

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) MEETING HELD ON SATURDAY 7 JAN 2017 AT 09.30 AM IN THE SURGERY.

1. MINUTES OF LAST MEEETING. The minutes of the meeting held on 17 Sept 2016 had been circulated by e-mail and were agreed.
2. MATTERS ARISING. Disabled doors now fitted at Chinnor, new front door for Princes Risborough to be fitted shortly, will take about 3 weeks. Access via rear door. Patients to be notified and suggested that the text message reminder be changed to notify patients. **Action Practice Manager.**
3. FORMATION OF A COMMITTEE AND APPOINTMENTS No takers but Chairman happy to continue doing all.
4. PATIENT SURVEY. Good response to survey carried out during flu jab sessions. Thanks to Terry and Bridget for their work at Chinnor. Good opportunity to face to face with patients. Opportunity taken to increase awareness of on-line appointments, increase from 13 to 15 %. Vast majority of patients happy with surgery staff etc. but about 20% still rate appointments as a concern. Long discussion about how this can be improved; clearly still some misunderstanding about the appointment system. It was quite clear that if you are ill you will either get an appointment or have a telephone consultation and an appointment if needed. Saturday extended hours appointments are only pre-booked and there is no duty doctor outside the surgery working hours Mon- Fri. At other times patients need to use the Buckinghamshire Urgent Care Alliance LLP (BUC). The surgery website has a good section on appointments and out of hours service. Clearly patients need to be aware when their doctors are normally available and be prepared to see any doctor when their chosen doctor is not available. **Action. Chair and Practice Manager to explore how to raise awareness of appointment system.**
5. HEALTH MATTERS ARTICLE INCREASING THE UPTAKE OF HIV TESTING. HIV testing is offered routinely for expectant mums and others are encouraged to go to clinics if they think they are at risk.
6. STRATEGIC TRANSFORMATION PLAN (STP). Two members had attended the presentations. The STP is clearly work in progress but there is an aspiration to provide more services at a local level
7. WHAT DO WE WANT THE PPG TO DO? WHAT CHANGES WOULD YOU LIKE IN THE DELIVERY OF HEALTH CARE AT A LOCAL LEVEL? Not Discussed
8. PERFORMANCE RATING AND FEEDBACK. There had only been a couple of feedback forms completed recently, one asked about the availability of Well Men and Well Women Clinics. Dr Wilson highlighted the range of support that can be provided via the Live Well clinic, the Stop Smoking programme, pre diabetic advice, along with weight loss support via slimming world.
9. PRACTICE MATTERS. The newsletter is almost ready for publication. The website renewal is still work in progress. The surgery has access to a para medic team as part of the winter resilience programme. They make home visits on the direction of the surgery. The over 75 programme is been implemented which will bring together the medical and social services to help the efficient and speedy discharge from hospital. Dr Wilson emphasised the role of the receptionists and that they are trained to get the Patient an answer. Patients should be encouraged to us their expertise to get things sorted. .
10. AOB. Bridget raised the problem with electronic prescriptions at Chinnor. It would appear to be a 'problem' with the local pharmacy. (Note electronic prescriptions are not in use for repeat prescriptions and these are still raised in the old way). **Action Bridget to address the problem with the pharmacy.**
11. DATE FOR NEXT MEETING; 22Apr 2017