

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) MEETING HELD ON SATURDAY 15 JULY 2017 AT 10.00 AM IN THE SURGERY.

1. MINUTES OF LAST MEEETING. The minutes of the meeting held on 22 Apr 2017 had been circulated by e-mail and were agreed.
2. MATTERS ARISING.
 - a. The surgery e-mail system does not allow an unlimited number of e-mails to be sent, future mass e-mails and the surgery newsletter will have to be sent in batches.
 - b. There were no representatives from Chinnor to follow up problems at Chinnor Lloyds Pharmacy.
3. PRACTICE MATTERS. A new doctor Lucinda Lo has joined the staff. Three new registrars will be joining the practice over the coming months.. Over the last few weeks there have been unfulfilled available slots every day. With a full complement of doctors additional appointments have been made available. Plans in hand to make more use of available space at Lincoln House. The surgery is examining the 'clustering' proposals initiated by the CCG. This would bring surgeries closer together and could mean more local use of resources such as district nurses. Plans in hand to make more use of available space at Lincoln House. Still awaiting completion of front door ramp. We were given a preview of the July Newsletter.
4. FEEDBACK FROM LOCALITY MEETINGS. The patient reps from the surgeries now meet separately to enable better discussion of patient matters. Every quarter we meet with the clinicians and surgery staffs. We have had a briefing on the proposed Care and Support Planning. This aims to put the patient in control of their care when managing their long term conditions.
5. FEEDBACKL FROM BUCKS HEALTHWATCH MEETING. Three representatives attended the meeting aimed to help PPGs in Bucks move forward. Helen Smith would be happy to come and talk to us and help us move forward. As ever communication is key to a successful PPG along with patient involvement.
6. EDUCATE, COMMUNICATE ANDIMPROVE PATIENT PARTICIPATION. Ways were examined as to how we could get more people involved and interested. We considered spending time in the surgeries with PPG members talking to patients as they waited for their appointments. Risborough Library are happy for us to hold and 'event' so we can talk to the wider public about our work. A stall at the Risborough Town festival next year would be good. In the meantime we now have a website (Terry Dillon has agreed to get more work done on this) and the Chair has contacted the RACA website to have links and information about the PPG available on their website. **ACTION CHAIR and Terry Dillon.**
7. AOB. The Practice manager gave an informative talk on the appointments system and how the surgery computer booking system worked. As ever clear that unlike many surgeries daily appointments are available and when all have been allocated, procedures available to ensure the sick can be attended to. The Chair advised that he has renewed our NAPP membership. Our next meeting will also be our AGM. Invitations welcome to fill Chair's position.
8. DATE FOR NEXT MEETING. 4 NOVEMBER 2017.