

MINUTES OF CROSS KEYS SURGERY FOR PATIENTS PARTICIPATION GROUP (PPG) MEETING HELD ON SATURDAY 18 JUNE AT 10.00 AM IN THE SURGERY.

1. Minutes of last meeting. The Minutes of the meeting held on 19 March 2016 had been circulated by e-mail and were agreed
2. Matters Arising. .Nick Oakley can attend locality meetings when Chair not available. Feedback on agenda. Chair has completed NAPP registration.
3. FORMATION OF A COMMITTEE AND APPOINTMENTS No volunteers have come forward to form a committee and lighten Chair's PPG workload.
4. NATIONAL ASSOCIATION OF PATIENT PARTICIPATION. Chair has given Practice Manager NAPP decals and membership certificate to display in surgery. Chair thanked Partners for paying first year subscription. NAPP web site log in will be forwarded by Chair. **ACTION CHAIR.**
5. ONLINE APPOINTMENTS. Online appointments for the day now live. Working well but not many have signed up. Need to get more people aware of the range of actions that can be completed online. This will help the reception staff and also help the patients avoid time on the phone. (Note see latest newsletter). Dr Wilson suggested that patients should make more use of the Nurse Practitioners, they can prescribe and treat a wide range of ailments and are generally available to be booked.
6. PERFORMANCE RATING AND FEEDBACK. The Chair outlined the 3 on line ways that the surgery and doctors can be rated:
 - a. I WANT GREAT CARE (<https://www.iwantgreatcare.org/gpsurgeries/cross-keys-practice-1>)
 - b. NHS Choices
<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=37931> you can leave a rating
 - c. GP patient Survey <https://gp-patient.co.uk/practices/K82021> response rate.

Whilst it is great to have positive feedback there will be times when patients have a concern or complaint, whilst they can use the various websites I would suggest they take the time to speak to the practice manager to ensure the problem is resolved.

7. INDIVIDUAL FUNDING REQUESTS (IFR). The CCG is about to produce new guidance on IFRs along with a patient leaflet. In short, some treatments cannot be justified as there is little evidence to say they improve health, or the benefit measured against the possible risk to patients is not strong. This means that on occasion they may have to make some hard choices between funding something of possible benefit for one patient or funding something of proven benefit for many,
8. PRESCRIBING. The CCG has advised the Cross Keys to review its prescribing as it is over their notional budget. This may result in some patients being advised to purchase over the counter medicines etc. for minor ailments. Additionally, greater use will be made of generic drugs and some prescriptions maybe limited to 28 days of supply.

9. WEBSITE . The Practice Manager said that the web site needs updating. There was general consensus that the web site does contain a lot of useful information but it could be more interactive. More people need to use the available technology and this would save both the surgery staff and the patients themselves time. Mention was made of new advice web site www.healthhelpnow-nhs.net which is an online 111 service. A link to this would help those who wish to review their symptoms and decide a course of action. There was a strong feeling that the PPG could help patients by educating them to the range of services and encourage greater use of online facilities to book appointments, repeat prescriptions and send messages etc.
10. DISABLED DOORS. The Practice Manager advised that new disabled door are to be fitted to the Chinnor surgery. This may require the closure for a couple of days. Hopefully disabled doors will be fitted to Cross keys Surgery but this requires planning permission from WDC which is awaited.
11. FACEBOOK Discussions re FACEBOOK and decided that an information only FACEBOOK page for Cross Keys would help communicate with youngsters. Perhaps also possible to have on line appointments via a link.
12. LOOKING AHEAD the Chairman reiterated that he thought that there were sufficient resources to fund the NHS we NEED but not what we might WANT! Will send out info via website about forming a virtual PPG i.e. using the internet to discuss survey tec. We need now to look at various ways we can help the practice improve services, offering support to other patients, providing information, arranging special health events. Perhaps a link with Wellington House PPG so we can speak for all the residents of Princes Risborough and surrounds. **ACTION CHAIR**
13. AOB. The next newsletter would be sent out electronically to those whom the surgery have their current e-mail address.
14. DATE FOR NEXT MEETING 17 Sept 2016.