

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) MEETING
HELD ON SATURDAY 22 JUNE 2019 AT 10.00 AM IN THE SURGERY.

In attendance: Denys Williams Chair. Peter Yoxall. Practice Manager (PM).. Rose Williams. Judith Young. Shelley Jennings. Maggie Kaye. John Speller. Marian Purdy. Bridget Le Huray.

Apologies.. Dr Wilson (Partner's Rep). Nick Oakley

1. **Minutes of last meeting.** Agreed.

2. **Matters Arising.**

- a. The Chair has undertaken some ad hoc sign up sessions at the Princes Risborough Surgery. **Action Chair to canvas support from members of the PPG to help run online sign up sessions at both surgeries.**
- b. The Town Festival action was discussed as a separate item.
- c. The Practice Manager (PM) gave a further explanation about the proposal to install reception booths. This would allow patients to contact reception staff from remote locations (eg Lincoln House) or when the on desk reception staff were not available.

3. **Practice Matters.**

- a. **Staff Changes:-** recruiting 6 to 8 session GP (hopefully a new partner), Practice Nurse (approx 25hrs) and phlebotomist (Mon to Fri AM).
- b. **System Changes:-** We are looking to change our internal appointment system to EMIS web (*EMIS Health*, formerly known as Egton Medical Information Systems, supplies electronic patient record systems and software used in primary care) which is the same system we use for patients clinical notes. Patient online access will need to change to a different website. One issue identified so far, is that messages don't go via the admin staff which would put too much workload onto GPs. Current decision is to have this switched off. This means patients will lose the ability to send messages via the online access. Although they could email the practice instead. Planned times scale is Jan 2020 and apart for online access patients shouldn't notice any difference in booking an appointment. The new appointment system will allow us to use NHS apps etc going forward.
- c. **New Services,** Q doctor is a video consultation with GP via online App – list of conditions and how to access have been emailed to those patients signed up for email. Patients from the Practice can now access Doctor for a range of conditions. This could be useful when no surgery appointments are available or you cannot travel to the surgery. Poster and information can be found in reception. It is worth looking at the Q Doctor website at <https://www.qdoctor.io/how-it-works> to get a better idea of how to use Q Doctor and the range of services available. Chair said it would be highlighted during the Town Festival to improve awareness.
- d. Physio – MSK (musculoskeletal) appointments will be available on Saturdays every other week. These are planned to be run from Haddenham Medical Centre, but we are looking to offer this in Unity and Cross Keys practices.. Starts 6th July at Haddenham

4. **Feedback from Locality Meeting.** Cross Keys is now part of the Aylesbury vale South (AVS) Primary Care Network (PCN). At present the meetings are busy sorting out contracts and the arrangements between the surgeries. Later in the year it is hoped that patient reps from each of the 3 practices will attend the PCN meetings to provide a patient perspective and keep abreast of the changes that will result from the formation of the AVS PCN.

5. **Veterans.** There was a very good practice meeting given by Dr Liz Acaster on veterans. . The surgery is working towards becoming a veterans aware practice and could be accredited in the coming months
6. **Chinnor Matters.**
 - a. Marian highlighted the Lions 'Message In a Bottle scheme' which is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location – the fridge .This is then available to emergency staff .The containers are available from the surgery. **Action** Chair to distribute at Town Festival..
 - b. PM said that the growth of patients between Princes Risborough and Chinnor was in the ratio of 4 to 1. As the population grows additional staff is recruited accordingly.
7. **Town Festival.** The Town Festival is due to take place on 6 July 2019 and we have been allocated a stall. **Action:** Chair to make arrangements for manning of stall from PPG Members (Note Information sent out to those who volunteered).
8. **AOB.**
 - a. Bridget said she was leaving the PPG as she is moving away. The Chair thanked her for her keen participation and wished her the best.
 - b. Marion Foster has left the PPG as she is in the process of changing surgeries following the revised practice boundaries.
 - c. PM said 2 Princes Risborough chemists now wants a 8 day notification period to fulfil repeat prescriptions. He is looking into the implications of this change..
9. Date of next meeting. 14 Sept 2019