

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) ZOOM MEETING HELD ON FRIDAY 15 MAY 2020

In attendance: Denys Williams Chair.. Peter Yoxall.(Practice Manager (PM)). Judith Young. Marian Purdy. Maggie Kaye.

Apologies.. Nick Oakley. Shelley Jennings. Stephen Reading. Anita Templar, John Speller Jane Padwick

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

**2. Matters Arising.**

- a. The Chair said many of the matters arising had been overtaken by events
- b. Members had used and reviewed the website. Work is ongoing to make it better to use on Pads and Smart Phones.
- c. Chair had written an article for the last newsletter.
- d. Social Provider was interested in Marion's proposal to have a buddy system with patients with the same condition.
- e. Chinnor surgery car park discussions continue with owner who is planning some redevelopment.
- f. Blood pressure monitor for Chinnor surgery is ongoing.

**3. Routine Practice Matters.**

- a. **Staff Changes** Dr Michael Keane started at end of Feb 2020, Dr. Kate Thilthorpe started on 6 May to hold 4 sessions a week ( Wed / Fri) at Chinnor.
- b. **COVID Isolation.** Two doctors had to self-isolate and 2 staff members working from home. Two staff members cannot work or remaining at home. This initially had an impact on telephone answering and repeat prescriptions.
- c. **At Risk Patients.** Staff have called 'at risk' patients to ensure they are OK and have support. This is ongoing work as new at risk' patients are identified.
- d. **Appointments.** There has been a decrease of about 200 appointment requests per week, but numbers are increasing back to normal.
- e. **Faxes.** The use of faxes has ceased throughout the NHS as from 1 Apr 2020.

**4. Dealing with COVID.** Initially appointment requests were by telephone only. (Online appointment request can now also be made but the time shown is NOT the time the clinician will contact the patient.). This is followed up with a call from a doctor who could decide if a telephone, video conferencing or person to person appointment was required. . Clinicians have been provided with smart phones and webcams for video consultations. Increase use is being made of texts and e-mails to patients. However there is a recognition that not all patients are able to use IT. Access to the surgery is via the rear door and entrance is only allowed immediately prior to the appointment. The surgery is 'zoned' to keep patients and staff safe. A RED zone operates from the Cooper Room to see respiratory patients. In some cases patients are seen in their cars. Regular cleaning is carried out in all areas. Most complimentary services have ceased eg travel inoculations! INR( monitoring patients on anti-coagulants) clinics continue. Staff continue to review at risk and shielding patients

**5. Post COVID. How will the surgery work?.** The Practice manager highlighted that the present COVID arrangements will likely continue. The clinicians are discussing the phone first approach and

it is favoured as it helps make better use of clinicians time and daily work schedule. Greater use will likely be made of IT and video conferring appointments. Reviews for some disease groups could be done via telephone or video conferring. An increase in online bookings will help staff better manage appointments. These measures would importantly, also help to reduce face to face contact and therefore reduce possible infection transmission. The reception areas at both surgeries will need to be modified with a protective screen to safeguard receptionists. Greater use is planned for Lincoln House. These proposals were welcomed and the PPG would be kept in touch as the Practice looks ahead.

**6. AOB.**

- a. Marion commented that she felt very safe during an appointment at the surgery.
- b. **Flu** Marion asked about flu jabs for the next season. She thought likely that there would be an increase in take up and how would they be conducted. PM said they had been ordered and thought will be given how best to do them.

- 7. Date of Next Meeting.** Plan to have another Zoom meeting on Friday 12<sup>th</sup> June 2020. I will send out further details.