

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) MEETING HELD ON SATURDAY 4 NOV 2017 AT 10.00 AM IN THE SURGERY.

In attendance: Denys Williams Chair. Dr Wilson. Partner's Rep. Peter Yoxall. Practice Manager. Robert Martin. Rose Williams. Kathryn Trout. Val Porter. Nick Oakley . Bridget Le Huray. Shelley Jennings. Marian Purdy. John Speller.

Apologies: Jane Dyble, Judith Young

1. Chair welcomed all and especially 3 new members Marian Purdy, Shelley Jennings and John Speller. This was the most attendees at a PPG in the last 2 years. Two further new members Jane Dyble and Judith Young were unable to join us but hopefully we will meet up with them in January
2. MINUTES OF LAST MEETING. The minutes of the meeting held on 15 Jul 2017 had been circulated by e-mail and were agreed.
3. MATTERS ARISING.
 - a. Our website (www.bucksvoice.net/xkeysppg/) is now linked to the Princes Risborough Portal.
 - b. There still appears to be a problem with the Chinnor Lloyds Pharmacy.
Action: Chair to speak to Pharmacy. (Note. Chair has spoken with pharmacy and also Vantage in Princes Risborough. All pharmacies use the same on-line process. The doctor's e-prescription goes to a central computer and is then forwarded to the patient's chosen pharmacy. There is no 'alarm' system at the receiving pharmacy. The pharmacy has to download the prescriptions. Lloyds Chinnor aim to download every hour and then prepare the prescription. When a patient comes straight from the surgery they will do a download, find the prescription and, depending on the workload and queue, prepare the prescription. That is the system as I understand it but would be helpful if Chinnor members of the PPG keep an eye on how the process is working and Chair will go back to the Chinnor Lloyds manager).
 - c. Members asked why names of those attending meetings had not been recorded. Decided that it would be beneficial if patients knew who was on the PPG and all happy for their names to be listed 'In attendance' in the minutes.
Action Chair to record attendees in Minutes.
4. AGM. The Chair asked if anyone was interested in filling positions of Chair, Secretary or Treasurer. No Volunteers !Chair agreed to continue to multi-task but hopes to be able to hand over next year!
5. PRACTICE MATTERS. The Practice manager updated on a number of issues:
 - a. New doors with press button opening on all doors. Steps and new front door to Princes Risborough surgery not yet done. There has been a question of ownership of the land outside the surgery. Hopefully work will start soon.
 - b. Practice expanding recalls for management long term condition of such as diabetes, COPD, etc.
 - c. Website needs updating. Members agreed that this should be done soonest.
Action Practice Manager.
 - d. Practice has been able to expand the number of sessions and appointments. Surgery has moved 'bookable' appointment to 'on day' to meet the higher Monday and Friday demand. Practice manager explained how the funding directly related to number of

patients so as town and local area expands they can employ additional doctors. The Practice has spare capacity at the close by Lincoln House facility and they plan to make greater use of it. Question asked about the 'ratio' of Princes Risborough to Chinnor appointments vis-a-vis numbers of patients. It appears Chinnor patients slightly better off.

6. FEEDBACK FROM LOCALITY MEETINGS. Chair attends the monthly Locality Meetings. We are within the 'South Locality' of the Aylesbury Vale Clinical Commissioning Group (CCG). Asked how he gets feedback on issues. Commented that he uses PPG meeting and personal contact. In future happy to get feedback from PPG members via e-mail.
 - a. Locality had a good presentation from Bucks Healthwatch and they would like to meet up with PPGs to explain their *mission* which is to ensure that the collective voice of people using health and social care services is heard, considered and acted upon. Agreed we would invite a representative to our next meeting. **Action Chair to invite.**
 - b. District Nurses are being re-integrated within the Locality surgeries. Hopefully this will improve the service to patients and allow closer work with surgeries and social services.
 - c. Buckinghamshire has an older population than average and Princes Risborough is an area of elder residents with 5 nursing homes in its catchment. Our Clinical Commissioning Group (CCG) is working hard to tailor its services to support an ageing population. This will need better integration between Health and Social Services. Member asked where Chinnor fits into the age profile. You can find our Locality Profile at:
<https://www.aylesburyvaleccg.nhs.uk/wp-content/uploads/2013/03/Locality-Profile-Aylesbury-South-2016.pdf>
 - d. On Line Appointments. NHS has a target of 20% of patients having on line access. Cross Keys was just 3 patients short and 3 members signed up. Agreed we need to get more of those who can to use the online facilities, especially for booking appointments.
7. OXFORD FLU TRIAL. On-going flu trial to test once in a lifetime vaccine being conducted in Oxfordshire and Berkshire. Bridget le Huray told us she is on the trial.
8. SELF CARE WEEK. Chair had distributed info re Self Care week and put poster on PPG noticeboard. Asked if anyone who can help with an event. Bridget and Marion happy to use website material for something at Chinnor Surgery. Denys and Shelley will have a session In Princes Risborough Library on Friday 17 Nov.
9. AOB. Kathryn asked about mental health issues. Dr. Wilson explained about a range of services that were available including GPs for referral, Child and adolescent mental health services (CAMHS) and Healthy Mind Bucks which can be self-referred to (<http://www.healthymindsbucks.nhs.uk/about/>). Members asked about frequency of Surgery Newsletter, comes out about every 4 months. It needs to be sent out to more via e-mail system. Practice manager has resolved previous issue which stopped bulk e-mailing so next letter will get wider distribution.
10. DATE FOR NEXT MEETING. 3 Feb 2018. (Please note that I have had an offer I cannot resist and will be away so ask if you can agree to revised date of 27 Jan 2018)