

MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) MEETING HELD ON SATURDAY 14 SEPTEMBER 2019 AT 10.00 AM IN THE SURGERY.

In attendance: Denys Williams Chair. Dr Wilson (Partner's Rep). Peter Yoxall. Practice Manager (PM). Rose Williams. Judith Young. Shelley Jennings. Marian Purdy. Anita Templar, Jane Padwick.

Apologies.. Nick Oakley Maggie Kaye. John Speller. Anthony Shaw. Robert Martin. Stephen Reading.

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. He has arranged a sign up session on Friday 20 Sept at 11 am in the Princes Risborough Surgery. Another session will be arranged for the Chinnor surgery.
- b. The Lions 'Message in a Bottle' containers were handed out at the Town Festival. Additional supplies are now available in the surgery and local chemists.

3. Data Protection. The Chair outlined how PPG members' personal data is held and used. Names, phone numbers and e-mail addresses are the only information held on a password protected PC. This information is only used to distribute information to the group such as agenda, minutes and other health related information. Currently this information is sent out as blind copies but those members present were happy to have a visible distribution list.

4. Practice Matters.

- a. **Staff Changes.** Two receptionists are leaving and interviews will take place next week for replacements. A new male doctor will start in February 2020 covering 8 surgery sessions. Dr Lo will return just before Christmas and Dr. Mittal locum cover will finish at the end of November.
- b. **Lincoln House.** Greater use is planned for the facilities at Lincoln House. Work starts next Monday to create a nurses room and review the phlebotomist room. In the future doctors and nurses will work from there. There is no plan to have a receptionist there but there will be a phone to link to main reception.
- c. **Physio – MSK (musculoskeletal).** Appointments are now available on Saturdays every other week at Haddenham Medical Centre. This service is for assessment only and not for treatment.
- d. **What other services would we like?** The PM asked what other services patients would like instead of seeing a GP. The aim of many planned changes is to allow GPs to deal with the more serious cases and encourage patients to use other surgery assets when appropriate. A recent NHS survey indicated that about 40% of doctors appointments could have been dealt with by other medical personnel or agencies. There is a feeling that 'I want to see the doctor' and as the new range of healthcare professionals come into surgeries as a result of the Health Care changes we must aim for the patient to see the most appropriate specialist. (See Items 5 and 6 re Primary Care Networks (PCN)).
- e. **List Size.** The PM said the list size had grown by 174 patients since 1 Apr 2019. The percentage of over 65s was now 26.45, higher than the national average. About 25% of the growth is in Chinnor. Chinnor surgery gets an equivalent percentage of doctors' appointments to Princes Risborough surgery
- f. **Follow On Discussion.** Questions were asked about mental health information on the notice boards and Dr. Wilson said the first port of call should be a GP who is in a better position to decide on further treatment. The PM was asked how the new administrators recruited to help sort incoming patient notes were working. Dr. Wilson said how good it was and the 'coding' of medical conditions and their work was rather akin to having a PA. As they gain experience it will further enhance the Practice and reduce the paper work of the doctors. As an aside the PM told us that behind the doctors there was a staff of 50

dealing with all aspects of the surgery. On a question of further referrals and timescale, the surgery only makes the referral or provides the patient with the information for them to do it either electronically or by phone. They aim to do their referral within 5 days. After that the responsibility is with the appropriate hospital trust to meet timescales. If patients have problems or complaints then they should use the Patient Liaison Service (PALS). The PM advised that new patients were given an information pack and it included how to make appointments etc. In response to a question on those hard of hearing the PM said there was a hearing loop and the receptionist are trained to help those hard of hearing. A signer could be made available with notice but it has never been needed. Patient's notes would alert staff members that the patient has a hearing condition. The PM reminded that email can be used for making and cancelling appointments but best to phone to cancel an appointment. The PM said that Cross Keys had fared well in the latest NHS GP Patient Survey (<https://gp-patient.co.uk/report?practicecode=K82021>) particularly in appointment making. 49 % of those patients randomly sent a questionnaire by the NHS responded.

5. **Primary Care Network (PCN).** The Chair described how the Aylesbury Vale South (AVS) PCN was moving ahead with the reshaping of our local medical services. The physiotherapist has been recruited (see Item 4c). They are in the process of recruiting a social prescriber. Their role has yet to be finalised but, in general terms, social prescribing is a way for surgeries to give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support. In particular those with one or more long-term conditions, need support with their mental health, are lonely or isolated or who have complex social needs which affect their wellbeing. Clinical Pharmacists will also be recruited. Their role again will evolve but they will resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing help to manage long-term conditions, advising those taking multiple medicines (polypharmacy) and delivering clinical advice about treatments.
6. **Feedback from PCN and CCG meetings.** See Item 5. The Chair attended a Clinical Commissioning Group meeting to further explain how the new PCN structure would work. Sadly this was a repeat of what had been said before. At the last PCN meeting we were updated on the progress of the PCN and we raised the question of the draft Terms Of Reference (TOR) that had been provided. The PPG members felt the 7 page document was too long and dealt with matters not appropriate to our involvement. A further meeting has been arranged to resolve.
7. **Chinnor Matters.** Marian thanked the PM for updating the tv screen and said that the local pharmacist from Lloyds Chemist was leaving.
8. **Town Festival Feedback.** Our participation in the Town Festival was worthwhile. The Chair had designed and purchased a banner and set up a gazebo. Thanks to those who helped and we interacted with a large number of patients. Worth doing again.
9. **AGM.** We were due an AGM in Oct/Nov but it was agreed to hold it as part of the meeting. All were happy for the present Chair to continue and there no offers for secretary or treasurer. So we will continue as usual
10. **AOB.**
 - a. Anita asked how we could reach our t to get new members and make others aware of the work of the PPG. The Chair suggested he was prepared to talk to groups and Anita was happy to do this. It was suggested we contact Princes Risborough School and U3A to help spread the message. **ACTION.** Chair to follow to and discuss with Anita.
 - b. The PM said the newsletter would be out shortly.
11. **Date of Next Meeting.** 11 Jan 2020