MINUTES OF CROSS KEYS SURGERY PATIENTS PARTICIPATION GROUP (PPG) ZOOM MEETING HELD ON FRIDAY 9 APRIL AT 11.00 AM

In attendance: Denys Williams Chair. Peter Yoxall. (Practice Manager (PM)). Dr, Ally Wilson (Partner). Judith Young. Nick Oakley. Anita Templar. Jane Padwick. Stephen Reading. Marian Purdy. Rose Williams. Maggie Kaye.

Apologies. John Speller. Shelley Jennings.

1. **Minutes of last meeting**. Agreed.
2. **Matters Arising**.
   1. Chinnor Lloyds Pharmacy. Nick commented on the great improvement in service at the Pharmacy. Marian agreed and said that Claire the Manager is back from maternity leave and is getting to grips with problems.
3. **Routine Practice Matters.**
   1. **Staff Changes.** Dr. Richard Burkimsher leaves today to start a new life in Cornwall. He will be missed and the Chair asked the PM to pass on our thanks for his work for the patients. **Action. PM to speak with Dr. Burkimsher.** His work will be covered by locums until the arrival of Dr Anwar Shahed on 1 June. Dr Stephanie Cumberworth will also be back from maternity leave on 1st June and Dr Lucinda Lo is still on maternity leave. The Chair asked who is taking on the role as Cross Keys partner on the PCN. PM said Dr. Goldie-Brammer had taken this on and the monthly meetings are now on a Wednesday.
   2. **Web Site.** For the past 7 months, it has not been possible to update the website. A new web site has been developed and will shortly be ‘on line’. The Chair asked the PM to let PPG members when it is ready so they can take the opportunity to review it and provide feedback. **Action. PM to advise PPG members when web site is online.**
   3. **Appointments**. The mandatory telephone appointment system is being reviewed internally. The staff feel it has its place. You can make online appointments on the day if your designated doctor is on shift. Marian Purdy asked how long before the Practice gets back to normal. Dr Ally asked what bits of normal were being missed. Jane Padwick said face to face appointments and mentioned elderly neighbours who were reluctant to make an appointment. Dr Ally reiterated that face to face appointments were continuing and the doctor would call in any patient for a face-to-face appointment they thought needed to be seen after an initial phone consultation. The Chair commented that there was a misconception about appointments and you will be seen if needed. Nick Oakley suggested that the phone message could be modified to say that. Dr Ally said that the message was already very long. The Chair said that following the last meeting he had produced a Guide for Patients about Appointments which clarified this issue.
4. **CHINNOR MATTERS**
   1. Marion reiterated the great improvement in the service customers were receiving from the chemist. The manager is going beyond the call of duty in getting things done and the new text service to advise prescriptions ready for pick up is great. The Chair commented he had been in touch with the manager and proposed to write and thank her and the staff for their work. **Action. Chair to write to manager and express thanks for their support.** (**NOTE Chair has called in and thanked the Manager and followed up with at thank you e-mail to the area manager.)**
5. **COVID.** Chair reported that 4 PPG members were acting as volunteers. The programme is going well and there is a very, almost, carnival atmosphere there. Today they were planning to jab 1200 patients. The PM reported that as well as starting second jabs they were still catching up with those in their age groups who hadn’t had their first jab. A lot of work goes on behind the scenes to make it all happen. Nick commented on the news about lateral flow tests and asked if they were being rolled out in our area. Maggie said they were going to be available from the chemist tomorrow. The Chair commented that Cross Keys were stopping calling patients after Groups 1-9. The under 50s would be contacted by NHS and offered jabs at one of the mass vaccinations centres. This will allow the surgery to concentrate on their primary care role. Anita asked about COVID passports and if the surgery would be issuing by them. PM and Dr Ally didn’t know but you can access your medical records on the NHS app which shows your vaccination status.
6. **PCN Update.** There is a new PCN manager, she started last week and seems very keen to get to grips with this new project. She is only a temporary whilst they look to recruit a full-time manager. They now have 5 Pharmacists, 3 Social Prescribers, a Care co-ordinator, and interviewing for an additional paramedic who will work to support the doctors across the 3 Practices. It is hoped that these additional staff will help the Practices deal better with the social side of patient care. Dr Ally commented that they still have to go via a doctor to get signposted to the appropriate care and people still like to ‘see the doctor’.
7. **AOB.**
   1. Stephen asked about the format of future meetings. As a councillor they had been told they could no longer have virtual meetings. Chair said that we didn’t have to decide now but would like some input. There was a strong feeling from those present to continue to use ZOOM.
   2. John Speller commented on the ‘Patients Guide to New Appointment System’ published after the last meeting. It gave the impression telephone appointments could be booked on line. In fact, you can only book appointments on line on the day if you designated doctor is on duty. **Action. Chair to amend document to read as previous sentence.**
   3. Maggie commented to say how good the service from the Lloyds (Vantage) Chemist had been during the COVID crisis. Other members agreed. **Action. The Chair said he would call in to say a thank you from patients for their efforts during the pandemic. (****NOTE Chair has called in and thanked the Manager and followed up with at thank you e-mail to the area manager .)**
   4. Peter (PM) thanked the Chair for his work running the volunteers for the COVID Vaccination Centre.
   5. The Chair said that 2 volunteers from the COVID Vaccination Centre had expressed an interest in joining the PPG. They could not join this meeting and the Chair was sending them the Minutes. (Note since then another lady who has recently moved into the area wishes to join the PPG). The Chair asked members to see if we could attract some younger members including mums with babes to better reflect the population of our patients. Our attempt to engage with the Senior School had not been successful and the Chair would speak to a volunteer from the youth group **Action. Members to try and recruit new members and PM to speak with HCAs at baby clinics to try and recruit new members.**
8. **Date for next meeting.** Friday 18 June 2021.

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