

Patient Participation Group

Meeting in the Marque Minutes on 6th July 2021

Those present: - Simon Laurie, Paul Day, Anne Smart,
Anne Banks Rosemary Hillyard, Maria Power,
Ridley and Elizabeth Carless.

Apologies: - Angela Townend, Christine Powell and
Diane We stray.

The minutes of the meeting held on 25th May were agreed.

Road map for future lists.

A text message is to be sent to patients to inform them of the G.P. list they are on. Each patient is to have their own G.P. for continuity of care

There is to be an on-line form for requesting change should the patient wish to do so. Scot is to help out with the registration. There are two new G. P's who have joined the Practice - Dr Holland and Dr Aitchison

Survey Jan 2020.

There has been a second publication of the patient survey of January 2020 by the PPG of the John Hampden Surgery. Two Practices in the PCN did very well receiving good reports from their patients.

Hughenden Surgeries did very badly on the telephone questionnaire.

The reason for this was that the Practice had a new phone system put

in, in December 2019. It was meant to make things easier for the patients but in reality, it did not. It resolved some problems but many functions promised were not on the system. 12 lines were set up for patients to call in but more lines were needed for the G. P's.

In the mornings the telephone is manned by 3 care navigators at Hughenden and 1 at Chequers.

The past request for patients to ring in at 8am for appointments has been abandoned and appointments are being released throughout the day to alleviate the pressure on the telephone, first thing.

A patient can wait up to 2 weeks for a non- urgent appointment to see the Doctor but an E - consult by phone is shorter.

The patient's choice is to see the doctor face -to -face particularly when children are involved. (There were 1900 Facebook replies) For those at work who do not wish to come to the surgery for non - urgent matters an E - consult is popular.

Patients are still reporting long waiting times for the phone to be answered and difficulties getting to see a doctor.

Social Prescriber Update

June Moxham has left the Social Prescribing Team and has joined the County Council Befriending service for the vulnerable.

She is paid by the PCN but the funds come from Bucks County Council. They have sent out letters asking for volunteers to the "good neighbor scheme" and seek help from the Street Association. Anne Smart informed us that all volunteers would have to have a CBS check which would cost £ 15.00. Anne felt that the Practice/ NHS should take this on as it is too complicated to be taken on by The Street Association.

The PCN asked Mind to interview and employ the Social Prescribers but there has been some disagreement over staff being redirected to Mind.

Primary Care Network Manager.

A new manager has been employed to manage the PCN and is about to started in her new position. It is hoped that she will iron out any difficulties.

Up -to- date Covid vaccine News

- 1) The Pfizer vaccine is 95% successful against the Delta variant.
- 2) There are three batch numbers of the Astra Zeneca vaccine that the European Union will not recognize.
- 3) The NHS App track and trace is totally separate and has caused some difficulties in the work place for many companies.
- 4) Booster Covid vaccinations likely to start in September.
- 5) The Influenza vaccine to be also started in September in the marque.

The next meeting is to be held on 17th August 2021 at 6pm in the Hughenden marque.

Elizabeth Carless

Agenda

Up date on the Pharmacy Vaccine Centre
Scot leaving.

