



Minutes of Meeting held at 7pm on Wednesday 25th September 2019

Present Barry Lynch (Chair), David Gregory (Vice Chair), Dr Mark Howcutt, Ellen Solley (Practice Manager) and 14 members and 2 Guests from Poplar Grove Practice. Apologies from Alan & Margaret Watkins, Stuart Monroe, Mary Pritchard, Anne Lumsden.

1. The Chairman greeted everyone and thanked them for their attendance.
2. The Chairman welcomed the guest speaker, Hannah Scott from "Live Well Stay Well". Hannah told us of the surprising number of services her organisation was supplying in Bucks free of charge. A copy of Hannah's presentation is attached.
3. Practice Report

PPG recruitment - 1590 texts sent out this week to the under 40-year old's. This is to avoid text overload as the flu/shingles and pneumovax text had also been sent out. Next phase will be over 40s.

Flu update – flu clinic 19<sup>th</sup> October. Under 65s flu has been delayed again by the manufacturer due to arrive by 18<sup>th</sup> October. Please book your flu jab it can also be booked online.

Community pharmacist – new contract with effect from 1 Oct 19 so NHS 111 will refer into the pharmacist instead of a GP if appropriate. Further roll out will mean GPs will also refer to the pharmacist for minor illness. More details to follow the chair of the Local Pharmaceutical Committee is attending the next PCN meeting to the PPG reps may get further details.

Electronic prescriptions – the pharmacy next door have now agreed to accept all prescriptions electronically if the patient has nominated them as their preferred pharmacy which will reduce the need to print prescriptions and avoid "lost" scripts.

ASK NHS appointments still not being taken up via the APP. Opportunity to book an appointment if you clinically need one as determined by the APP.

Primary Care Network – Haddenham, Cross Keys and Unity still in the process of setting up the new organisation and recruiting the new staff – pharmacist and social prescriber.

Signs the Dementia friendly signage phase 2 has now been completed.

FISH – thank you to the FISH scheme for the donation to buy new chairs with arms for the clinical rooms.

4. Chairman's Report

PCN (Primary Care Network) – Our Haddenham PPG has been invited to send one representative to the monthly meeting of the PCN. Ellen has already mentioned that the PCN is recruiting new specialized staff and we intend to update members about new services and other developments as and when they implemented.

PPG Training and online services – We had another training session for the use of Patient Access this morning and will continue with these sessions if there is a demand.

There are 2 new apps now available from the NHS. One is named "NHS App" and the other is "Ask NHS". We have tested both these apps and do not recommend "NHS App" as it offers nothing that it is not already available in "Patient Access". "Ask NHS is more interesting as it starts with a triage of you condition using an avatar of a nurse who you can talk to which works on voice recognition. After several stages of questions, it will recommend what you should do next and that may be to make an appointment to see a doctor at HMC and it will suggest times & doctors. The appointment is then booked in a similar way top Patient Access.

If you already have a registration letter from the practice, which you have use for "Patient Access" you can use the same details to log on to Ask NHS. One point to note is that you can only use Ask NHS on smartphones or I-pad/Android tablets.

We suggest you try the App out, you can download it from Apple or Android App stores and you can use the first diagnostic part as long as you back out when you get to the appointment stage!

PPG Working Group – Our small group continues to work on several projects to benefit patients and practice. We actively welcome members to join us and particularly need those that have some computer skills who can prepare promotional material or web pages. If you think that you can help please contact [chairman@theppg.com](mailto:chairman@theppg.com)

#### 5. Any Other Business

David Lindsey spoke to say he that the DVD of his Tyrefighters lectures has been selling well and that he has been able to send £200 to the Florence Nightingale charity from the proceeds. For more information contact David at [tyrefighters@outlook.com](mailto:tyrefighters@outlook.com).

David Gregory highlighted a difficulty of using eye drops after having a cataract operation when existing glasses were not effective. No advice is given to patients in this respect.

6. The Next PPG meeting will be on Wednesday 13th Nov 2019 at 7.00pm.

7. The Chairman thanked the members for coming and closed the meeting