

**YORK MEDICAL PRACTICE PATIENT GROUP MEETING**  
**Tuesday 28<sup>th</sup> March 2017**

**Chair: Ken Mason (KM))**  
**Minute- taker: Joyce Jacobs (JJ)**

Present : Penny Alexander (PA), Richard Bedwell (RB), Eleanor Brunton, (EB), Peter Henderson (PH), Maggie Ennis (ME), Sonia Jacks (SJ), Alan Macmillan (AM), Ken Mason (KM), Glyndwr Whitworth, (GW), Mariam , Student Nurse

1. Apologies: Lauren Hoadley, Paul Leonard, Dr Q Parsons
2. Minutes of the last meeting 28<sup>th</sup> February 2017: agreed
3. Matters arising: Telephone Message, SJ: This remains work in progress. EB has sent the revised text to SJ but she does not currently have access to her PC.  
CQC Report: The members of the PG congratulated EB and LH on an extremely detailed and firm response to the report. The feeling about the report was that it had been based on evidence from another surgery's inspection. There has been no response yet from the CQC other than an acknowledgement. KM reported that he had had a response from the Dof H which stated that the CQC was an independent body and the DofH was therefore unable to intervene. AM asked if there were any financial implications of a good report and EB said that there were not. However, there could be if a Practice was given 'needs improvement' and could even be closed down.  
YMP PG email address: Several members said they were having trouble logging on to the PG email address. SA demonstrated how it is done using the password to access Google Mail.  
Newsletter: The March newsletter is now on the website, in the surgery and on the PG notice board in the lobby. Thanks were expressed to JJ for producing the newsletter  
Website: the designation of 'nurse' has now been added to the appropriate names in the appointments section of the website and

Lesley Lison is now looking at the website as a whole to see how it can be improved.

4. Diabetes Health Event: SB and ME said they had chosen June 21<sup>st</sup> as the date for the event as it was in PG Week and the meeting would be held between 6 and 7pm. It would last for about an hour. There is to be an introduction by SB, three case studies about individuals with the condition who are managing and controlling it. There is then to be a question and answer session and finally ME talking about Diabetes UK. She will also get information from them to inform the meeting. There is a proposal that there should be health walks for the group providing group motivation and self=help. There are to be information boards with changing information on the 15 areas of care for diabetics. SB and ME are now looking at ways of publicising and inviting people, both diabetics and others.  
**Action:** SB and ME to report progress

5. Pharmacies: Mukesh Shah from Goode Chemist came to talk about the changes to pharmacies proposed by the Government. Mukesh who has run the pharmacy for 29 years reported that cuts to the funding of 7% for Pharmacies in December 15 meaning that each pharmacy lost 12%. This lead to the closure of 3000 out of a total of 13,000 pharmacies countrywide. An additional 4% will be cut next year. The cuts are also a false economy as £1.00 invested in pharmacies produce £2.00 worth of value whilst £1.00 invested in the NHS as a whole produces £1.00 outcome. This is happening when people are being asked to use pharmacies more instead of going to their GP. Apart from selling medications etc, pharmacies now provide many other services.- stopping smoking, health checks, safeguarding, lending equipment, sexual problems and services for drug addicts. In addition there is a much greater demand as people are growing older and living longer. An organisation like 'Pharmacies for you' using an Amazon-type on-line prescription business are also a threat to local Pharmacies. In Twickenham there are four pharmacies in close proximity but all of them provide different services from the others. It was felt all free services could now be at risk. A judicial review has now been sought on the grounds that

pharmacists believe the Secretary of State has failed to carry out a proper consultation on the proposals for cutting funding to pharmacies and had not considered the effects on particular groups in society. It was suggested that this item should be in the September newsletter.

**Action:** JJ to put on topics list for Sept newsletter

6. Photo competition: PH reported he had found a company that would reproduce photographs onto card at very reasonable prices. It was decided to choose four of the photos submitted (others were rejected as they looked like estate agents property photos) and turn two of them into colour pictures and two into black and white for the waiting room walls.

Action: PH to pursue.

7. AOB: PA reported that she went as a patient to Thames House about changes to the method of referring patients for physiotherapy. At the moment the system for referrals is very time-wasting taking many months for a patient to see a physiotherapist. The major is to be that patients could refer themselves. The patient would be triaged by a physio who would either refer the patient to their GP or on for further physio. A pilot scheme will start in May and then be gradually rolled out.

PH asked if the data breach of 26m health records affected our Practice. It had not. GW said access to full medical records is very restricted. There is some limited access to some people/organisations – name, date of birth, allergies and medication to and when a patient is being seen by someone outside the authorised groups they will have to simply tell the practitioner about their medication.

8. PG Group Topics: Change of Chair and Note-taker: JJ reported that she and KM had been in post for seven months. JJ said she would be happy to continue to be note-taker and KM would like someone to take over from him as Chair. RB said he would like to volunteer but because of his responsibilities at home he was never certain whether he could come to meetings. ME volunteered and said she would be happy to take over as Chair for six months.

**Next meetings: 25<sup>th</sup> April 2017, 30<sup>th</sup> May, 27<sup>th</sup> June**