

YORK MEDICAL PRACTICE PATIENT GROUP MEETING

Tuesday 25th March 2025 at 12.00 in the meeting room

Present Chair : Peter Henderson (PH), Richard Bedwell (RB), Carole Boothman (CB) ,
Andy Crawford (AC), Maggie Ennis (ME), Margaret Hewitt (MH), Graham Sanderson (GS)
Lucy Hunt (LuH), Dr Watts (CW).

Minutes

1 Apologies: Jeannie Edwards (JEE).Paul Leonard (PL),

2a. Minutes of January 2025 Meeting Approved

2b. Matters Arising

i. What's App Group: It appears that not all members of the Committee have joined the group. If you wish to join please inform JEE. **Action All**

ii. The impact of Government changes to the NHS.on the PCN / Practice: . AC provided a draft letter to Munira Wilson, our MP , expressing our concern with the effects of the changes in National Insurance. It was agreed that this would be sent under the chairs signature.

3. Interest Groups

PH advised that on Thursday 17 March 2025 the group met to

- i. Propose and agree the Scope and Objectives of the Group
- ii. Suggest and agree a Modus Operandi.
- iii Identify an initial Topic for consideration

Broad Terms of Reference were agreed as was the use of WhatsApp, with all members present provided their mobile phone numbers and email addresses agreeing that these may be used by the group.

An initial Topic for debate was then thrown open for suggestions and a clear winner was - The failure to coordinate multiple regular prescriptions.

Pat Bohan agreed to act as Moderator for this subject

Steve Fifield and Brian Glover agreed to set up and manage the WhatsApp group

PH agreed to join the group providing a connection to the main committee.

A brief note of the meeting was provided to the committee. Aside from members of the committee 10 potential members attended the meeting out of the approx 60 who previously expressed an interest. PH intends to ask the practice to send his note of the meeting to all the potential members of the Interest Group. along with a request asking them to provide permission for their email addresses and mobile numbers to be released to the Group, in order to give them access to their new WhatsApp group.

Action PH

4. PCN PPGs

PH advised that he and ME met on an informal basis with members of PPGs within our PCN representing Jubilee, Cross Deep and Richmond Lock Practices. The objective was to exchange ideas and in particular to provide advice to those groups that have only recently been formed . It is believed the meeting was beneficial.

5 CCGPGN Meeting

ME reported that unfortunately she was unable to access Zoom and had to attend the meeting via phone, missing the first part and end. Relevant elements from the Official minutes will be shared when available.

RPG Alliance Presentation

A copy of a Powerpoint presentation was emailed to the committee. This contained much information updating both the organisation, plus current project areas and lots of interesting data/numbers.

The RGPA has been in existence for 10 years and a celebration event is being planned.

SWLICB (South West London Integrated Care Board)

A representative (Amam N), from this organisation provided a talk on current actions to further engage with patients and communities. The headings included Urgent/ Emergency Care, Unpaid Carers and Communities (including Healthy Lifestyles, Alcohol impact and Health, plus what's happening in Richmond with colleagues and partners).

GP Practices and NI Contributions

Bonnie Green, a Patient Group member from Hampton Hill Surgery, talked about the above and said she would be happy to share her surgery's letter with other groups. This has been passed to AC

Regrettably ME did not get a chance to hear what other PGs are doing or explain what we are doing.. She will write to Caroline O'Neill to get our PG report into the final version of the minutes

Action ME

6 PPG Newsletter

ME repeated her request for items for the next newsletter, Suggestions discussed were

An interview with our Physician Associate Anusha Ravi

The current refurbishment of the premises including the lavatories.

Over-prescription of drugs

The need for patients on repeat medication to anticipate being asked to book a medication review at least once a year

AC and MH agreed to continue providing assistance in the preparation,, whilst CW will provide an article

7 Staff Changes*

LuH advised that Bikash Gurang has left his position as Pharmacy Technician, however it is hoped to recruit a replacement in the near future.
Dr Yvette McGovern has returned from maternity leave
Dr Watan Chantima and Dr Zia Farooq have left after finishing their training,
Dr Rebecca Lewis and Dr Juan Elouzi joined in February 2025 as GPs in training.

8 Waiting Times for Appointments*

LuH advised that currently the wait for non urgent appointments with:
A nurse was one day
A doctor is two weeks, although for a named GP is likely to exceed this.
The Physician Associate has greater availability at less than a week

9. Complaints & Compliments*

LuH advised there had been three 5 star Google reviews and regrettably one anonymous 1 star, which related to waiting times

10. AOB:

a. Covid 19 Clinic will be held on Saturday 12th April for the over 75's and At Risk Groups. Currently these are the only patients being inoculated
Of 616 slots available, 511 patients have booked, leaving 105 currently available to eligible patients

Those unable to attend should obtain their jabs at approved pharmacies; details appear on the NHS website.

b. Denial of Medication. MH advised that when attempting to collect a regular Prescription patients have on occasions been denied such medication. After discussion it appears that the Practice may refuse to authorise drugs due to the failure to undertake a patient's regular medical review. It was agreed that Practice will review its procedures to ensure there is clear, timely communication with patients to ensure the need for these necessary tests is conveyed and where missed when repeat prescriptions are requested, to advise the patient. **Action CW**

11. Patient Group Issues

Terms of Reference

The existing Terms were discussed and various changes made. A revised version for approval will be circulated **Action PH**

Date of Next Meeting: Tuesday 27th May 2025 at 12.00 (or t.b.a.)

** Indicates a recurring item for every meeting*