

# YORK MEDICAL PRACTICE PATIENT GROUP MEETING

Tuesday 22 July 2025

12.00 in the Meeting Room

## MINUTES

Chair: Peter Henderson (PH)

Minute taker: Jeannie Edwards

Attendees: Chair : Peter Henderson (PH), Richard Bedwell (RB), Jeannie Edwards (JEE) , Maggie Ennis (ME), Lucy Hunt (LuH), Dr Watts (CW) Carole Boothman (CB) Margaret Hewitt (MH), Graham Sanderson (GS).

1. \*Apologies for absence
  - a. Paul Leonard
  - b. Lauren Hoadley
  - c. Andy Crawford
  
2. Minutes of May 2025 meeting
  - a. Approval
  - b. Matters arising
    - i. Meeting with Preeti Gurung Pharmacist and Dr Sindu Pathmabaskaran Practice prescribing lead (PH). See 3 below.
    - ii. Card to Glyndwr was sent by ME.
    - iii. Unless where material, names of staff or committee members will not be used.
    - iv. Only approved minutes to be uploaded to the website.
  
3. \*Interest groups (PH) – update
  - a. No progress due to staff availability
  - b. PH and LuH to deal with this separately, LuH will make herself available, along with the pharmacy technician and will provide suitable dates . **ACTION: PH and LuH to arrange.**
  
4. \*PCN PPGs (PH) – Update
  - a. Minutes to be chased. **Action: PH to chase.**
  - b. Next meeting: November
  
5. \*CCGPGN Meeting (ME)
  - a. ME sent CCGPGN report to all members of the committee before the meeting.
    - i. There was lots of discussion about how the group functions now and what would have to be in place, for example: timings, communication, coverage and agreement of topics/ speakers etc. It will take time to put everything in place. Richmond GP alliance (RGPA) have volunteered to take it over. RGPA will liaise with current provider (CCGPGN) and Caroline O'Neill who will help with the transition.
    - ii. All the patient group representatives agreed that it was a valuable resource, support group and sounding board to everyone.
  
6. \*Staff changes (LH)
  - a. New members of Reception. Luzy Blanco, Wednesday through Friday and Eliza O'Sullivan. Good customer service skills but it is their first job in the medical world.
  - b. Dr Faith Shihaka is covering a maternity. Dr McGovern is back from maternity leave.

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- c. Dr Isabel White starts maternity leave
  - d. New registrars starting next month
7. \*Waiting times for appointments (LH)  
Concerned expressed that it now takes as much as three weeks to get a routine appointment with a doctor. Receipt of test results also seems to be taking longer.
- a. Normal nursing end of week
  - b. 3 to 4 weeks for PA or doctor
  - c. Current shortfall due to holidays, sickness.
  - d. Cancelled appointments are rescheduled as soon as possible, in rotation.
  - e. St Georges is responsible for Test Results and they are dealing with more samples. This is a numbers game with no control over it.
8. \*Compliments and Complaints (LH)
- a. A committee member expressed thanks to the practice for excellent treatment received, which was seconded by another member.
  - b. One 5-star favourable Google review
  - c. One Complaint since last meeting. Patient given incorrect information.
9. \*AOB
- a. Issues raised by members of the committee:
    - i. Effects of the Government's recent proposed changes, CW indicated that
      - a.i.1. Accessibility can reduce the time of routine procedures. Running things in health centres is also cheaper Long term.
      - a.i.2. Currently Hospitals are pushing a lot back to the GPs. with zero extra money for primary care. Even now the Practice is Busier than usual at this time.,
      - a.i.3. Hospitals will want to maintain their position and core responsibilities. Money and power currently sits with hospitals.
    - b. Prescriptions: Despite a patient sitting in GPs office watching as the request was input to a computer and the GP advising a prescription was sent, no prescription received at the pharmacy. Stressful for some vulnerable patients. - CW explained that if the prescriber has not clicked the right buttons, the dispenser will be unable to see the request. **Action: CW will mention at the next staff meeting**
    - c. What are the procedures in place for handling patients with learning difficulties? **Action: the query was left with the practice to feed back to us at the next meeting.**
    - d. Website Currently shows the interest group using inaccurate wording. **Action: PH.**
    - e. East Twickenham PVN: There are now 7 practices in the PCN, not 4.
    - f. Patient surveys completed around March as in previous years.
    - g. Batched prescriptions: Batch requested but individual drugs were renewed for only one month, but Patient wasn't told. – CW responded that a review may have been due. The pharmacy technician should send Dr CW a request for a review, and the doctor confirms. A significant number of requests are handled daily. **Action: Practice will ensure texts are sent to patients providing a status report.**
10. \*Patient Group issues
- a. A card for LaH was sent on the birth of her baby. (PH)

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b. ME sends all the emails she receives from NAPP to members of the committee. The committee was asked if members wanted to continue to receive them. Yes was the answer. It was decided that if anyone wanted to respond they must add it to the next YMPPG agenda. It could then be discussed and an agreed group response made.

Date of next meeting: Tuesday 30 September 2025 at 12.00 (unless otherwise informed)

\* Indicates a recurring item for every meeting.