

YORK MEDICAL PRACTICE PATIENT GROUP MEETING
Tuesday 30 September 2025
12.00 in the Meeting Room
MEETING

Chair: Peter Henderson (PH)

Minute taker: Jeannie Edwards

1. *Apologies for absence

Paul Leonard(PL); Carole Boothman (CB); Andy Crawford (AC)

In attendance: Graham Sanderson (GS), Richard Bedwell (RB), Margaret Hewitt (MH) , Maggie Ennis (ME), Peter Henderson (PH), Lucy Hunt (LHu), Dr Christopher Watts (CW)

2. Minutes of July 2025 meeting

- a.** Approval. Approved

- b.** Matters arising Are there procedures in place for handling patients with learning difficulties and disabilities? Dr Humphries is the lead practitioner, and she will hold an annual review with every relevant patient. For other issues the patient's file is clearly marked ensuring their needs are catered for.

3. *Interest groups (PH) – update

Practice pharmacist. Has been consulted with particular reference to coordination of Batch prescriptions. A report on the outcome of the interest group's consultations will be available shortly.

4. *PCN PPGs (PH) – Update

Next meeting will be in November 11th 12.30 at Cross Deep Surgery and will be limited to 2 representatives per practice as space is limited.

5. RGPA Inaugural Meeting (ME)

ME sent notes on this inaugural meeting to the committee before the meeting. Though not present at the meeting the feedback from other members considered it a good, positive, initial meeting. Future meetings will alternate between in person and online. The RGPA itself is comprised of all Richmond GP Surgeries. They bid and were successful, running various contracts within the borough le The Hubs. Much of the RGPA's work is with GP surgeries, to develop their organisations, support technology & management. They have now taken over from the Richmond General Practice Alliance (RCCG) in running the 'engagement' with Patient Groups in Richmond. .

6. *Staff changes (LH)

- a.** Left

- a.i.** Doctor Juan Ellauzi – finished training

- a.ii.** Rebecca Lewis - finished training

- a.iii.** Suzie Blanco – receptionist

- b.** New

- b.i.** Doctor Charlotte Mark-Wagstaff – GP Registrar

- b.ii.** Doctor Stephanie Zoutewelle – Training until February 2026

- c.** Maternity leave:

- c.i.** Dr Isabel White

- c.ii.** Lauren Hoadley (LHo)

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7. The New GP Contract

- a.** Requirement - for all practices: From 1 October 2025, to have online consultation tools available throughout core hours allowing patients to submit routine, non-urgent appointment requests, medication queries and admin requests.
- b.** Background - Government decided that patients should be able to contact GP at any time. This has been introduced without consultation with doctors. Government has made this mandatory and will be monitored. Failure to comply could result in breach of contract.
- c.** Concerns:
 - c.i.** Online access could be used by a patient with symptoms that would have been triaged and escalated by calling the practice or using 111/999 but instead sits silently until it comes to the top of the list. The practice will have to deal with the impact.
 - c.ii.** More people have health anxiety especially as there is an ageing population creating more patient visits. Doctors are busier and while waiting rooms appear to be empty doctors are involved in phone consultations as well as in person consultations.
 - c.iii.** A number of issues that were managed by hospital are now falling to practices' increasing workloads.
- d.** Forms are available on the practice website. Reception continues, duty doctor continues, this is an extra access, not instead of current access. 111 referrals continue to be triaged by the duty doctor.
- e.** At the next meeting, the practice will advise the patients' group of progress.

8. *Waiting times for appointments (LuH)

- a.** Nurses – tomorrow
- b.** Pa – 10 days time
- c.** GPs = 2 weeks

9. *Compliments and Complaints (LuH)

- a.** Google reviews 1 times 1 2 times 2 and a 5 star review
- b.** Compliments: a number of good reviews
- c.** Complaints: one patient has left the practice;

10. Newsletter

Discussion took place about what to include in the next PG Newsletter due in mid/late November

- a.** Vaccinations - A decrease in the number of vaccinations has been recognised for years in the U.K. There has also been unsubstantiated news from the US about the impact of paracetamol on unborn children recently and all this leads to anxiety. Vaccinations will be one of our articles, written by Dr Sindhu from our practice who is the lead for this area. They will include the importance and kind of vaccinations available for all patients.
- b.** Healthwatch – This is a national organisation, which at the moment works independently from other government and health organisations. We have a Healthwatch in our borough, who lead and consult on a number of national and local

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health issues. We hope to include an article from them, giving more information plus ways of how to contact them.

- c.** Other areas were suggested including local Richmond based organisations and charities who are there to support patients, their families & residents of the borough, plus give contact details too.

Action ML, AC and ME to organise and coordinate the November YMPPG Newsletter

11. Autumn Flu & Covid Vaccinations due from 29 September 2025(LuH)

- a.** Organised for 11th and also by appointment. House bound will be allocated a booking for someone to attend their home.
- b.** Eligibility this year has changed.
 - b.i.** Flu: 65 and over or special circumstances
 - b.ii.** Covid eligibility for 75 and over.
 - b.iii.** RSV (respiratory syncytial virus -) 75 to 79 plus pregnant women from 28 weeks gestation

12. NHS Choice Framework - Patient Choice - Hospitals, Consultants

- a.** Choice is available to the patient, currently 10% of patients exercise that choice. How is that choice explained to patients? Speed of resolution is often the reason for making a choice, but doctors can't advise on waiting times of procedures in various hospitals.

13. *AOB

- a.** Reviews:
 - a.i.** Prescriptions seem to need a doctor's authorisation more often
 - a.ii.** Diabetic review is once a year with associated blood tests twice a year
 - a.iii.** Blood thinner reviews (DOAC) are completed twice a year in line with NHS guidelines – patients are invited to attend May and November.
 - a.iv.** Annual reviews, done in birthday month,

14. *Patient Group issues

- a.** Updated statement is now on the website regarding YMPPG
- b.** Christmas lunch. To be discussed in the November meeting

Date of next meeting: Tuesday 25 November 2025 at 12.00 (unless otherwise informed)

* Indicates a recurring item for every meeting