

YORK MEDICAL PRACTICE PATIENT GROUP MEETING
Tuesday 25 November 2025
12.00 in the Meeting Room

MINUTES

Chair: Peter Henderson (PH)

Minute taker: Jeannie Edwards (JE)

1. *Apologies for absence
 - a. Carole Boothman (CB)
2. **Attendees**

Peter Henderson (PH) Jeannie Edwards (JE), Paul Leonard (PL), Richard Bedwell (RB).
Andy Crawford (AC), Graham Sanderson (GS), Maggie Ennis (ME), Margaret Hewitt (MH)
Lucy Hunt(LHu) Dr Chris Watts.(CW)
3. Minutes of Sept 2025 meeting
 - a. Approval
 - b. Matters arising
 - i. GP Contact update – to be addressed later
 - ii. RGPA – ME has rewritten the note for circulation
4. *Interest groups (PH)
 - a. IG has met and produced a series of documents, circulated, and awaiting final comments relating particularly to how batch prescriptions work. Will be with the committee as soon as agreed . Thereafter if approved by the Committee the practice must be happy with the information being issued. Is this suitable for Newsletter and/or website material?
 - b. 14 or 15 people, comprise this sub committees. All the issues raised have been addressed.
5. *PCN PPGs (ME)
 - a. Attendance – regrettably only 6 patient representatives from 3 practices and 2 staff.
 - b. Chris Lambert gave an update on improvement to triage forms. Long term conditions should be picked up.
 - c. There are 5 ongoing PCN Projects, including Social Prescribing, Proactive Anticipatory Care, Health in your Hands Investment / Impact Fund and The Capacity and Access Plan. All are in various stages of development with Social Prescribing being the most recognised. The whole idea from Government, through the NHS, is to create Neighbourhoods' therefore moving patients care from hospitals into the local community. There are no extra resources for this however.'
6. RGPA (ME) – No update as meeting is in early December
7. *Staff changes (LuH)
 - a. Bhirom Suberamaniam – GP registrar – Feb 2027.
 - b. Two new administrators – Eliaza O'Sullivan and Rosalina Lawton (previous experience at another practice)

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8. *Waiting times for appointments (LuH)
 - a. Nurses – tomorrow
 - b. PA – in 2 weeks
 - c. GPs 10 days to 2 week's time

9. *Compliments and Complaints (LuH)
 - a. Autumn Flu and Covid Day – good turnout. Vaccinated over 1500 patients. Complaint from a patient over this season's more limited covid eligibility.
 - b. One complaint regarding a specialist-only medication ("Red") originally prescribed by a hospital in North London. A York Medical Practice GP had advised that in SW London the drug involved could only be prescribed by a hospital. Differing rules apply in North London and the Hospital insisted that GP should have prescribed.
 - c. A comment was made that only two complaints over a reference period is very good and both complaints were not in the gift of the practice to resolve.
 - d. Good feedback, and appreciation for the doctors, nurses and all staff at the practice.

10. Newsletter
 - a. A draft was presented which on inspection required a number of items which required minor changes. Action: AC to deal with those edits and agree with LuH
 - b. Vaccination schedule in one item could be of sufficient interest to be added as tab on the website. ACTION: LuH will check that there is information on the website
 - c. ME expressed thanks to AC, ML, and LuH for their support and contributions towards the November YMPPG Newsletter – the biggest so far.

11. *AOB
 - a. GP Contact update given by C W:

As of 1 October it is a contractual requirement for all GPs to give in person service and an ability to contact the practice electronically. The aim is to stop the 8 o'clock rush that occurs in many practices (though not in ours). The reality is that this creates a higher workload, but with no additional funding. Requiring the resource of a doctor and administrator sifting through 100s of electronic communications each day, which is costly and its too easy to miss something critical.

Currently, we have around 8 requests a day, but demand is expected to rise. The level of urgency is difficult to establish. Some practices rely only on the queries, but York are continuing with the duty doctor availability.

This is a fix for a problem that our practice didn't have. For some practices it may be an improvement. Government is trying to maintain access at all cost, but continuity will start to suffer. The government will push this and expectation will go up. Every request will have to be responded to. An experienced clinician will be diverted to the requests which is not a good use of an experienced clinician.

Kelly and Liah have a spreadsheet of all queries coming through this route.
 - b. Habitats and Heritage centre
 - b.i. PL raised the issue of the centre in Grimwood Road for people to garden and develop their Health and Wellbeing.

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- b.ii. PL offered to again provide a walk through the local cemetery with a party of interested patients in the New Year

12. *Patient Group issues

- a.* It was agreed that the PPG would again provide a Christmas Gift for the practice
Action ME offered to arrange this
- b.* Dates for PPG Christmas lunch were discussed. – not a Wednesday.
- c.* Action JE to send an email with a few dates from 12th January

Date of next meeting: Tuesday 27 January 2026 at 12.00 (unless otherwise informed)

* Indicates a recurring item for every meeting