

YORK MEDICAL PRACTICE PATIENT GROUP MEETING

Tuesday ^{31st} March 2026 at 12.00 in the meeting room

Present Chair : Peter Henderson (PH), Richard Bedwell (RB), Margaret Hewitt (MH), Graham Sanderson (GS) Lucy Hunt (LuH), Dr Watts (CW).

Minutes

1 Apologies: Andy Crawford (AC), Jeannie Edwards (JEE), Maggie Ennis (ME) and Paul Leonard (PL). Carole Boothman has offered her resignation.,

2a. Minutes of 27th January 2026 Meeting Approved

2b. Matters Arising

i. **i.** The new Accurix Appointment System, will be fully operational in the Practice from 27th April bringing changes in practice dictated by the NHS. The aim is to provide patients with the ability to request appointments, ask questions and describe symptoms online. A clinician or staff member will then review the request and responds, with a booking link or further instruction, within one working day, whilst ensuring urgent cases are given same-day access.,

This evening the practice are providing the first of a series of meetings for patients to explain the changes involved.

ii. LuH confirmed she provided ME with the DNS statistics requested.

3. Interest Groups

PH advised that on behalf of Pat Bohan and the Interest Group Committee, having circulated the wording for the paper on Repeat Prescriptions to the main Committee a copy was subsequently provided to the Practice who have suggested some minor amendments, which LuH will discuss with PH.

Action PH to consult with LuH

4. PCN PPGs

PH advised that the next meeting of the Group will be on 12th May. The main area of interest is likely to be the new Neighbourhood Health Services initiative which aims to move towards more integrated services, with some transferring from Hospitals to local provision. Apparently without new funding.

5 RGPAPG Meeting

ME being unable to attend the meeting had circulated a note providing an update.

6 Staff Changes*

LuH advised that Dr Nanthesh Puvaneswara will be with the practice till August

7 Waiting Times for Appointments*

LuH advised that currently the wait for non urgent appointments with:

A nurse was two days

The Physician Associate now three weeks,

A doctor also 3 weeks

Appointments with a named GP continue to exceed this.

8 Compliments & Complaints*

LuH advised there had been two 5 star Google reviews and regrettably one 1 star, where the issue was subsequently resolved.

Complements had also been received for the manner in which an Internet Outage had been handled,

One complaint regarding medical advice received has also been successfully resolved.

9 PPG Newsletter

MH confirmed that ME had the following suggestions for the next newsletter, Total Triage, Patient Safety. and a piece on the YMP Travel Clinic plus Staff Changes.

Total Triage will reinforce the piece by Dr Lambert that will be on the website with the newsletter piece two months on acting as a reminder, perhaps also reaching those patients whose mobiles are not on the system.

Action ME to coordinate with the aim of it going out in late May

10. AOB:

The Spring Covid Clinic will be held on Saturday 18th April for the over 75's and At Risk Groups. Currently these remain the only patients being inoculated.

The clinic will also provide RSV jabs to the over 75;s including the over 79's previously excluded.

As in past years Care Home residents and the housebound will also be visited.

11. Patient Group Issues

Quorum. Members able to attending today were limited and it was agreed new members are required and should be sought.

No other issues raised.

Date of Next Meeting: Tuesday 19th May 2026 at 12.00

- *Indicates a recurring item for every meeting*