

## YMPPG MINUTES ( ADJUSTED)

31st January 2023

12 .30-1.30 (finished at 2.10)

### 1. Present:

Penny Alexander (PA), Stephen Alexander (SA), Gillian Gibbs (GG), Dr Chris Watts (CW), Andy Crawford (AC), Monica Guidi (MG), Maggie Ennis (ME) (Minute-taker) Margaret Hewitt (MH) Lauren Hoadley (LH) Peter Henderson (PH) (Chair)

\*Richard Bedwell arrived late

\* ME apologised to everyone since the agenda had Recruitment as both Item 6 & 8.

### Apologies:

Paul Leonard (PL), Joyce Jacobs (JJ), Libby Barton (LB)

People on the committee introduced themselves to the two prospective new members

### 2. Minutes of the last meeting

(a) Accuracy: Agreed

(b) Matters Arising:

(a) Hits on the website: Query by PH. GG says it is not running currently despite trying three times so far. GG will try one more time

(b) An issue with Repeat/ Batch Prescriptions: ME has tried to link Dr Kate Moore with SA so they can discuss the difficulties with this issue. She has not succeeded despite several emails. ME to try once more.

(c) Extended Hours at YMP: PH raised this. The practice say it will be fully 'up and running' in approximately three weeks from this meeting date.

### ACTION

(a) GG to look again at hits on our website

(b) ME to try and contact Dr K Moore re Repeat/ Batch Prescription discussion

### 3. Staffing

Dr Tom Leaver GP finished his registrar time with YMP& Dr Sophie Ladbrooke is leaving.

Two new Drs are starting at the practice, Dr Shoesmith and Dr Darby. For information Anusha Ravi is a Physicians Associate. Due to patient numbers increasing to 14,400 staff is increasing too. At YMP we have Mashal, Pharmacist for 3 days a week, two Social Prescribers (SP), a Mental Health Worker and a Paramedic.

Further discussion took place about various aspects of staffing including from AC the need to explain who staff are in 'Other Staff', YMP accept this point. MH asked if the numbers for our practice could be capped, the answer was no. Also there was a discussion about 'Triage' to book appointments, both online and with the Receptionist either on the phone or in person.

#### 4.CCGPGN (Clinical Commissioning Group Patient Group Network)

For info: PA and ME represent our practice on this group, it meets every two months. There are 27 GP practices in Richmond but only 9-12 are represented at meetings.

We had a presentation from Callum on Social Prescribing. It involves an overall view of what SP means and the Referral process. SP, after the referral from the practice Dr, takes some of the non medical issues away and releases pressure from the practice staff. These include Art, Gardening, Education and Learning, Befriending, Financial Advice etc. Over 3000 interventions have been made within Richmond! The focus has changed from previous years of mental well-being, weight management etc. and is now focussed on working poor not entitled to benefits, benefits advice. Problems include staffing at Ruils, (who run SP) and workloads.

PA explained that there is always talk about West Middlesex Hosp and the role it plays for Richmond residents.

There was a presentation about the SWL ( South West London) Engagement Approach. Two members of the CCGPG Network represent patients in Richmond 'Place' and they have just had their first meeting. This approach is for the next two years, working with people where they live. It will probably be different from PCNs.

#### ACTION

PA to send out the SP presentation NOW COMPLETED

#### 5. Update RGPA Richmond GP Alliance and PCN (All)

RGPA see 2c Extended Hubs

PCN We have four practices ,Cross Deep, Woodlawn/ Oak Lane, Crane Park and YMP. Dr S Ferguson is our PCN Director, she is based at Cross Deep Surgery. We had our first PCN meeting late last year. GG said that at the YMP level things are functioning well. We have not received the minutes of the meeting? Only two practices were represented, both of the other practices are small. Our next PCN is in May 2023.

ACTION Minutes of the last meeting held at Cross Deep?

#### 6/8 Recruitment Update (All)

Good that we have two prospective committee members with us today. AC was a COVID Volunteer and known to LH. MG saw the information about new members on the YMPPG Noticeboard. There was a discussion about ideal numbers for the committee lead by PH with 10/11/12 being ideal, we have that at the moment.

#### 7. Medication Review (PA)

PA asked about whether there were regular reviews. Dr Watts explained it depends on the medications the patient is on eg H Blood Pressure, Diabetes are annual around the patients

birthday month. Everyone's medication is reviewed annually, this could be by phone or face to face. If on more medications then the patient will be seen twice a year. It is important for complex/ chronic conditions that patients have a good relationship with their Pharmacist. Prescriptions are for a number of months, repeated and then the patient must go for an appointment at YMP. The 'Quality and Outcomes Framework' was mentioned plus the NHS App.

## 9. Ear Syringing (RB)

RB sent us out a report following discussions at the YMP during an appointment and after a referral, treatment on both ears on two occasions. He said that he found out by accident regarding the change to ear syringing that had been in place for sometime. Previously the YMP had recommended going to outside agencies who would charge £50-60, after the Richmond CCG no longer paid making it untenable for GPs. RB asked how do patients get to hear about the change to the Micro- Suction Ear Wax Removal procedure. The YMP staff explained that the RGPA have the money now, held centrally, it is a new service. It does need to be explained to patients on the website etc.

Discussion also took place about the use of the NHS App to contact patients, where messages have been sent by the practice highlighted by a recent item relating to a national initiative to change blood thinners. The efficacy of this route was questioned, as unless the notification facility within the App has been activated there is no means for the patient to be aware of such messaging. Text or email might prove more reliable.

## ACTION

Practice to explain on YMP website. NOW COMPLETED

## 10 Compliments and Complaints (YMP Staff)

There was one compliment about a nurse and two complaints. Complaint one was a delayed prescription. With regard to the second complaint, the staff at YMP have tried to contact the patient but with no success so far. We were updated about the waiting times for appointments since the practice is the busiest it has been for 20 years. Eg. Pre Christmas two triage staff were on duty on a Monday, not the usual one.. Extended Hours helps cope with the demands. Various other comments were made but we seem to do well compared to other local practices.

## 11 Terms of Reference Annual Review) (T of R)

The T of R were sent out to everyone prior to the meeting today.

After discussion the following changes will be made:

A. Page 1. Aims of the Group - point 4 - take out 'health and well-being based'.

B. Page 3 The Role of Members point 2 - take out 'at 1pm'

C Page 4 Update the Review dates. 'Reviewed January 2023'

Sub group example - (Newsletter, 3/4 committee members, twice a year)

## 12 AOB Timing and Days of our YMPPG meetings

Discussion took place about both the Timings and Days of our meetings, with some members not able to make it due to other commitments. We have altered the time for this meeting and for the future due to Dr W surgery hours/ meetings. PL cannot make a Tuesday very often due to a commitment/responsibility for his son. We did consider evenings, varying times etc

ACTION: Dr W, GG and LH to consider other options and come back to the group. Plus discussion at next meeting.

GG mentioned that the YMP were looking at a Carers Event in March. PA said we had done one before and that she would get in touch with organisations and people including Margaret Dangoor who spoke at the last one. Me said thanks for coming back to the group but it would be a very short preparation time.

ACTION: Clarify what is expected by everyone concerned dates, content etc

\* UPDATE The event will now be in the National Carers Week in June 5-11th.

MH enquired if the next Covid Booster was being delivered in January as her elderly neighbour had recently been offered a jab. CW indicated this was probably a follow up for a missed Autumn Booster.

#### PG ITEMS

1. Recruitment. We have with those attending today and Libby Barton, enough members.

2. Future Minute Takers Joyce is involved with selling her house and moving away. After discussion it was agreed that the committee would take it in turns, including the Chair.

ACTION : ME to collate a list of future minute takers. See below. \*

3. PH read about having a specific doctor allocated to every 75+ year old patient. The patients in every surgery, regardless of age have a GP allocated to them. It is however, very difficult to see them each time the patient has an appointment.

ACTION Should we be communicating it to patients?

MH Should the Interest Group still be on the website?

#### \*COMMITTEE MEETING PROPOSED MINUTE TAKERS for our meetings

1. 31/1/23 Maggie Ennis

2. 28/3/23. Joyce/Penny

3. 30/5/23 Peter

4. 25/7/ 23 Stephen

5. 26/9/23. Richard

6. 28/11/23 Margaret

7. -/1/24 Andy

8. -/3/24 Monica. ( Others = Paul, Libby to be confirmed at future date)

#### NEXT YMPPG MEETING

Tuesday 28th March 12.30-1.30pm

Pre meeting 11.30am at Sidra Restaurant