

## **Minutes PPG Meeting York Medical Practice March 28<sup>th</sup> 2023**

**Chair :- Peter Henderson Minute Taker :- Penny Alexander**

**1.Present :** Richard Bedwell (RB)Peter Henderson(PH)Maggie Ennis(ME)Joyce Jacobs(JJ)Penny Alexander(PA) Monica Guidi(MG)Andy Crawford(AC)Margaret Hewitt(MH)Stephen Alexander(SA)Gillian Gibbs(GG)Dr Chris Watts(CW)

**Apologies :** Libby Barton

### **Minutes of the last meeting**

PA stated that in AOB the update comment re Carers should read that the Practice event will be on June 14<sup>th</sup> (not in National Carers week) ACTION SA to change

Social Prescribing Presentations from the PPG Network have been circulated ACTION Completed

### **Matters arising**

a) Hits on the website .GG still unable to access. Andy asked who manages the site; he said that the number of hits on any site was a simple figure for any webmaster to produce.

b) Problems with repeat/Batch prescriptions, ME has tried again to link SA and Dr. Kate Moore. No update so far

### **3.Staffing**

Two new GP Registrars and 3 new receptionists (2 receptionists had left) The website has been updated to show staff members

### **4. Newsletter**

This is sent out twice yearly.

Should go out end of April / early May. Last one was last November.

Method of distribution discussed. Could this be with repeat prescriptions, with texts confirming appointments with an “unsubscribe” tick box ? Could it go to every registered patient ? Discussion re GDPR . SA suggested that if someone has given their email address that implies that they will accept contact from the practice. PH and ME suggested that we should assume that information like the Newsletter could go to everyone. The events set up by the PPG are always referencing care and health and are not “advertising” SA said a patient giving their email to the practice implies consent to being contacted and that events set up would be of Legitimate Interest

Gillian said that the current Newsletter is still being picked up by patients. Paper copies are always at the notice board in the entrance and in the waiting room

ACTION :- Methods of distribution to be decided for the future

**5. Carers event** This is to take place on Wednesday June 14<sup>th</sup>.

PA has been liaising with possible speakers including Margaret Dangoor and the Carers Trust. Richard from RUILS has said he will be present. PA suggested that a member of the practice team could speak about identifying carers and what support can be offered by the practice to these patients. During Covid vaccination sessions carers were invited to identify themselves.. RB commented that patients may have a carer who is not a patient at York and that there will also be carers who look after someone registered in another practice. Patients known to be carers in the practice could be invited directly to the event

Should we be inviting patients within the PCN ? Discuss at May PCN meeting

The new post of Care Co-Ordinator is on the website and describes Amanda's role. She is looking at the list of unpaid carers known to the practice. The difficulty of identifying this group of patients was highlighted. There is a section on patient registration forms asking for any relevant information on caring responsibilities . It is difficult to identify young carers.

At the moment 60 people are known. This was regarded as low. Gillian will look at the numbers again ACTION : Gillian

#### **6 a) PCN Update**

The next meeting is on May 15<sup>th</sup> at 12.30pm at Cross Deep Surgery.

The minutes of the last meeting have been circulated to this PPG. Are these on the York website ? ACTION Gillian

Discussion about joining with PPGs within the PCN for " events " As the lead GP and Practice Manager within the PCN are hosting meetings at present we need to ensure that York PPG items get attention. Dr Watts commented that the Government wants as many services as possible to go through PCNs

#### **b) Extended Access at York**

Dr Watts stated that these sessions have been well attended and popular with patients and staff. A mixture of staff from within East and West Twickenham PCNs are present. Some of the GPs are locums. Access is by a phone for appointment process. Open to all patients within our PCN . Advertised by the RGPA (Richmond General Practice Alliance ) and ICB (Integrated Care Board )

#### **7. Meeting Times**

Agreed continue on Tuesdays, alternating 12.30 pm with 6pm , both two monthly

#### **8. Compliments and Complaints**

Gillian and Dr Watts :-One five star review and one other compliment. One complaint put on Google had named a staff member. This was dealt with through a legal pathway and the complainant removed the name.

## 9. AOB a)

**Ear Microsuction** Needs GP referral to known accredited provider. Notice re this now on the website ACTION Completed

## b ) Appointments

GP appointment waiting times, one week to see “any GP” Dr Watts calculated 300 patients in total seen each day by clinical staff. Many patients still prefer face to face appointments and many GPs see this as more satisfactory than “e-consult. The Government sees this as viable access and it will be included in the New Contract that provision for access should be increased.

Dr Watts stated that this will not mean much need for change at York. Social Prescribing provision has been helpful. Dr Watts stated that during the time of raised awareness of Strep A illness attendances had been very high and the practice had felt extremely busy .

c) **Online Appointments** MH stated that there appeared to be fewer appointments available online than by telephoning reception . It was explained that the website doesn’t reflect all appointments. Some are reserved for provision by phone.

## 10. PG Items

### a) Terms of Reference (TOR)

ME raised the issue of running over time. We could use email, as Richard had done regarding ear suction, more often to raise issues to share which could avoid lengthy discussions at meeting. The pre meeting can focus thoughts on suggested items but still creates a 2 hour session. In the past meetings were once a month and it was easier to carry points over to the next one

b) **Appointment waiting times** Could ask for waiting times one week before each meeting ACTION to be confirmed with Gillian/Lauren

c) **Membership** Maximum number 12 and then create a special interest group, agreed

d) **Compliments and Complaints** could these come by email before meetings ACTION To be confirmed with Gillian/Lauren

## Proposed Minute Takers

30/5/23 Stephen    **Next Meeting :- 30<sup>th</sup> May time :- 1800**

25/7/23 ???

26/9/23 Richard

28/11/23 Margaret

1/24 Andy

3/24 Monica