

YORK MEDICAL PRACTICE PATIENT GROUP MEETING
Tuesday 30th May 2023 at 18.00 in the meeting room

Chair & Minute-taker: Peter Henderson (PH)

Present: Penny Alexander (PA), Stephen Alexander (SA), Richard Bedwell (RB), Andy Crawford (AC), Maggie Ennis (ME), Margaret Hewitt (MH), Joyce Jacobs (JJ), Paul Leonard (PL), Lauren Hoadley (LH), Dr Chris Watts (CW)

- 1 **Apologies:** Libby Barton, Monica Guidi, Gillian Gibbs

- 2 Minutes of the last meeting 28th March 2023**

- ### 3 Matters Arising

a. Batch Prescriptions ME advised that Kate Moore had still not responded & there seemed little point in continuing to pursue that line of approach. SA indicated that the online system appeared to have improved, in that it now seemed to differentiate between Batch and Individual prescriptions.

Action SA to continue testing and advise any issues to LH who will raise with GP IT lead.

b. Online Appointments LH advised that having viewed the system from the perspective of a patient (using JJ's sign in) the system was subsequently simplified with the number of GP appointments accessible online increased.

Currently the system does not yet include appointments with the Nursing staff. As an aside she mentioned that GP Appointments are now split approx 30% phone 70% face to face. CW added that this was in line with Government policy which backs the use of On Line systems.

- #### 4. Hits to the Website

LH confirmed she had been able to make progress with Surgery Web to access relevant statistics from their system and referred to the 2 emails previously circulated; which were discussed, particularly that identifying 2343 hits in a month. She accepts that the figures only provide a snapshot from which it is difficult to draw any conclusions and will monitor subsequent monthly figures to identify trends etc Hits to specific sections of the website eg PPG area are not yet available

Action	LH to monitor
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- ## 5. PPG Newsletter

JJ confirmed that this has now been released. She, PA, ME & MH were thanked for producing it.

Discussion then took place relating to GDPR and how to achieve a wider circulation amongst the patients of an online rather than paper version. This included how to obtain patient approval (if necessary) to allow PPG email access.

Action	LH to review possible solutions
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6. Carers Event

PA advised plans were well advanced for the event on Wednesday 14th June at 18.00, with 3 speakers filling 10 minute slots and CW providing an introduction. Personal invitations have been issued, to those in the target group within the practice, with 15 definite acceptances to date. Carers from other practices within the PCN have also been invited to attend.

LH indicated that the number of registered carers known to the practice remains relatively low reflecting both a reluctance to be identified as such and a failure by vulnerable patients to provide details of their carer for the records.

PL indicated that Richmond Carers are a dynamic group and a valuable asset, additionally he has volunteered to lead a local walk for Carers and interested patients covering the gardens at York House & the luminaries buried in Oak Lane Cemetery . Richmond Health Walks were also recommended.

Action PL to produce a flyer to be available at the event

7. PCN Update

PH reported that the planned 15th May meeting had been cancelled due to illness and is rescheduled for 12.30 at Cross Deep on Monday 26th June with unchanged agenda,

8. Complaints, Compliments & Waiting Times

LH reported there had been 3 Compliments and several 5 star reviews on Google, plu.3 complaints, one of which was valid,

The Friends & Family Form will be added to the website

RB enquired if complaints are usually received via email and if steps are taken to ensure they are not deleted. LH was confident that this was an unlikely scenario. All complaints are reviewed initially by Gillian Gibbs then LH and ultimately the Partners SA & RB both compliment the reception staff having overheard them dealing sympathetically with what sounded to be difficult callers.

Given the increasingly number of aggressive behaviour calls at national and practice level, YMP now recorded all calls made to Reception. This does not apply to those involving clinicians.

Waiting Time for a non-urgent GP appointment is now 10 days; the problem remains that seeing a named GP may involve a longer wait.

CW indicated that urgent appointment numbers are up and being handled efficiently, but this has impacted the number of routine bookable appointments available, which nevertheless have increased in number from pre-Covid levels to meet demand.

RB Advised that he had recently experienced disjointed recorded messages on the phone system

Action LH to check the phone system

9. Richmond PPG Network

ME and PA reported back from their meeting of the Network earlier in the day where the issues discussed included:-

The construction of a new ICU at Kingston Hospital, at a cost of £40M, funds for which have already been allocated. It will be completed by mid 2025 increasing the number of beds from 15 to 21, which will be grouped in smaller, open, observable rooms.

Kingston Hospital signing up for Patient Initiated Follow Up (PIFU), a system where patients who have been treated at the Hospital for a specific condition should be able to phone the Hospital direct in order to discuss any further developments, rather than going via their GP.

During the recent Integrated Care Board outreach programme the Mental Health of Carers had been highlighted.

A number of other issues were covered including Extended Hours Provision, Chronic Health Conditions, Quality of Medical Outcomes & Relative Disease Prevalence; all of which will be detailed in the Minutes of the meeting

Action: ME to forward the presentation to committee at later date

10. 10th Year Anniversary

ME complimented the Group on reaching this milestone and suggested we consider how best to celebrate. LH & CW agreed

Action: All to bring ideas to the next meeting

11. AOB:

a. NHS App: SA mentioned that the App now records visits to Kingston Hospital including the relevant medical information. LH advised that this does not currently apply to other Hospitals, as systems are not compatible/linked.

b. Extended Hours provision: CW mentioned this is viewed as a success, particularly the weekend sessions. Staffing for the Evening sessions of 18.30 – 20.00 is proving an issue, as few Doctors are willing to attend for just 90 minutes

c. Patient Access to Health Records: MH mentioned the Government's proposal for wider access. CW indicated this was put back a year from 2022, with a proposed roll out aimed for this Autumn, but was still hitting problems, not least from legal issues yet to be resolved.

d. Blood Pressure monitoring: PL commented that whilst patients had been encouraged to register for blood pressure tests, which he did & to subsequently link their domestic machine to the practice, the link expired after only 48 hours

Action LH to check if time could be extended

e. Resignations: PA & SA indicated they wished to stand down & JJ advised she will shortly be moving to Liverpool. For each the next meeting will be their last, however PA & SA would like to continue as On Line members, if a system is established.

f. Dose of Nature: PL mentioned the nature based mental health and wellbeing benefits provided by this organisation.

Date of Next Meeting: Tuesday 25th July 2023 at 13.00

Chair: Peter Henderson **Minute-taker:** Stephen Alexander

Future Meetings and Minute Takers

Tuesday	26 th September 2023	Richard
	28 th November 2023	Margaret
	30 th January 2024	Andy
	26 th March 2024	Monica