

York Medical Practice

PPG Meeting Tues January 30th 2024

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| | <p>Present:</p> <p>Peter Henderson (PH) – Chair Andy Crawford (AC) – Minutes</p> <p>Richard Bedwell (RB) Maggie Ennis (ME) Magaret Hewitt (MH) Paul Leonard (PL) Lauren Hoadley (LH) Dr. Chris Watts (CW)</p> <p style="text-align: center;">Minutes</p> |
| 1) | Apologies |
| | Monica Guidi (MG) |
| 2) | Acceptance of minutes of 28th November and matters arising |
| | <p>Previous minutes accepted.</p> <p>Some discussion on the minutes of PCN/PPG meeting. There is an expectation that there will be more clarity on agenda items in future under new leadership of Dr. Lambert.</p> |
| 3) | Staffing (LH) |
| | <p>Update on staff changes from Lauren:</p> <p>Dr.Laura Bason has joined the practice permanently. Dr. James Carvell is a new permanent replacement. Dr. Ben Giles has joined as a GP registrar. Kadian Thomas – Nurse Lucy Hunt is new Reception & Patient Service Manager Dr. Sindhu Pathmabaskaran will become a Partner in April. This will bring the Partner quota up to 5.</p> |
| 4) | Report on PCN (ME/All) – What are we doing in our Patient Group? |
| | It has not been clearly determined what the overall objectives are. The next meeting is in May and hopefully there will be greater clarity with the change in leadership. |
| 5) | Report on CCGPCN (ME) |
| | <p>Only 12 of the 25 practises are represented at most meetings. Some interesting activities have been taking place at other practices. These included Hampton Wick organising a Technology Day. Questions were raised as to how this was promoted to patients?</p> <p>Action – LH will speak to Hampton Wick contacts to understand how they did this and update if it's a viable option for YMP.</p> <p>Healthwatch were part of the Agenda and provided useful info. There will be a questionnaire out soon. ME to update on that. There is also Website activity under way from RGPA, regarding a navigation tool for patients, in which ME is part of a three member group and have met twice with a member of the RGPA. This will help prevent duplication in future as well as pooling knowledge.</p> <p>Action – ME to continue working with them and recruit additional assistance from team if required.</p> |

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| 6) | Interest Group (LH/All) |
| | <p>The list of “Interests” needs some more specific definitions and owners. The current Text Service Providers are adding email services to their provision. Action - LH to update on how they might deal with bulk email provision to promote interest groups to patients.</p> |
| 7) | Recruitment update (All) |
| | <p>Nothing specifically new has been proposed other than personal recommendations. Some new options were discussed including potential recruitment drive and any major patient gatherings, the next proposed is Flu Jab day in September. Action - LH to update if there are any other similar events that will take place before then. Any other ideas will be well received Action for all PPG members.</p> |
| 8) | Compliments and Complaints (LH) |
| | <p>Three 5 Star Google reviews have been received since the last meeting. There have been no online complaints received. Waiting times were reported as currently at 8 days, and there have been varying staffing levels of the emergency Hub appointment offerings. Volume has tailed off slightly in January.</p> |
| 9) | Terms of Reference/Committee Roles (ME/All) |
| | <p>It was decided to manage the review of this document by email and suggestions are to be emailed to PPG members for proposals or suggestions. Action - ME to send out current document and PPG members to respond,</p> |
| 10) | AOB |
| | <p>There were various discussions about the benefits and challenges to both patients and doctors by the new process of Patient Note availability. There was a long conversation and a thorough description from CW on the relative responsibilities of patients to phone for results, and a “fail safe” process from the practice to ensure follow up on results with patients who require an appointment. There was also a discussion on access to specific prescriptions. There has been some press coverage particularly relating to ADHD and HRT medication shortages, but CW updated that this is not specifically a current local issue.</p> |
| | <p>Date Of Next Meeting 2nd April 2024 @ 12.00</p> <p>Chair – PH Minutes - ?</p> |
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