

**YORK MEDICAL PRACTICE PATIENT GROUP (YMPPG)  
MEETING Tuesday 28<sup>th</sup> May 2024, 18.00h.**

**17.30h.** Patient Group members welcomed potential new committee members & Peter Henderson outlined the role of the YMPPPG.

**Present:**

Peter Henderson (PH) (Chair / Minutes), Paul Leonard (PL) (Minute Taker), Andrew Crawford, (AC), Richard Bedwell (RB), Maggie Ennis (ME) ( Minute suggestions), Margaret Hewitt (MH), YMP Staff: Lauren Hoadley (LH), Dr Chris Watts (CW) and new comers to the PPG: Nick & Carole Boothman, Jeannie Edwards & Graham Sanderson.

**1. Introductions & Apologies**

Welcome (PH) & No apologies received.

**2 Minutes (Appendix 1) from the YMPPG Meeting 2<sup>nd</sup> April 2024**

**2a Accuracy**

- Agreed

**2b Matters Arising**

**Ear Suction:** Maggie Ennis (ME) advised that the CCG had discussed the lack of free provision. Lauren Hoadley (LH) said that referrals were possible, where medically valid, otherwise a patient would pay privately.

**Terms of Reference:** PH advised Revised Version had been circulated .

**3. Primary Care Network (PCN)**

There is a PCN meeting on 11<sup>th</sup> June to which all are invited. One element for discussion is the enhanced use of the NHS App.

LH advised 65% of YMP patients were using the app. Up from 63% Currently there are multiple software systems with some patients using different system for prescriptions whilst others find access to Information Technology a 'nightmare'. Attendees thought a demonstration of the NHS app at YMP would be beneficial.

LH uses a monthly check to assess usage.

**Action: LH to arrange for a demonstration of the NHS app at YMP.**

**4. Richmond Clinical Commissioning Group Primary Care Network (CCGPCN)**

ME our practice representative on the RCCGPGN summarised recent activity.

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There are 25 practices in Richmond, however only between 10-12 attend the bi-monthly meetings regularly.

During these meeting we have speakers from local organisations and SW London personnel. We can request a representative to come and update, discuss or answer key questions on their area of expertise. Also it is an opportunity to come and share any organisation's future documentation before it goes to print.(see previous minutes for examples). ME emphasised again the positive move for an item on 'Information Sharing' to now be at the Top of the Agenda.

Callum Harvey, the manager from Social Prescribing provided an update on the organisation's work, as it is now five years old, particularly as the CCG had some concerns about the service. He provided some statistics after explaining that the service was set up to avoid doctors appointments being taken up by non-medical needs. 3000+ referrals, 250-300 a month. Referrals are made through the GP surgery. A wide range of services are now on offer including housing and financial advice, education, volunteering, cost of living, befriending, art, gardening, employment, healthy lifestyle and much more. RUILS run the service. Here is an, example of an organisation involved 'Dose of Nature ' <https://www.doseofnature.org.uk/>

An increase in the numbers of referrals has led to delays of up to three months and therefore a backlog. Staff changes have not helped either. He is very willing to come and talk to us at YMPPG if we want him to.

The RGPA (Richmond GP Alliance) <https://richmondgpalliance.co.uk/contact/> /is setting up a project to support accurate website information within Richmond. The NHS prescribe what must be on every GP practice site throughout the country. Plus the CQC (Care Quality Commission) <https://www.cqc.org.uk/guidance-regulation/providers/notifications> inspect all practices websites as a part of their inspections and there is guidance on what must be there on the NHS. When looking at websites in Richmond the RGPA found that 18 out of 25 practices did not have their email address on the home page as required.

There is a cost to joining the RGPA project so they have recently approached all to join. (See previous minutes for more details).

LH explained that we would not be joining this year.

Three of the RCCG patient group members, including ME, were part of a separate group looking at a navigation tool to make it easier for Richmond patients to access the correct support and advice for non medical advice instead of going to see the doctor at the surgery. We have presented our findings and met with the project manager of the RGPA project. We are waiting to hear from the Chair of the Richmond patients group about future plans.

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**5. Staff Changes (LH)**

LH advised that Dr. Ammar Shohayeb has completed his training at York Medical and has now gone to West Mid to continue training.

Dr Emma Grahame has left having completed her GP Registrar training and Dr James Darby has left to go to Australia.

Aiden Ali and Gabriella Dos Santos have both joined as medical administrators

**6. Interest Group (LH)**

LH again talked about the potential adoption of AccurRx an easy-to-use platform allowing patients and healthcare professionals to communicate using SMS messaging allowing texts and bulk emails to be shared and possibly to distribute the Newsletters. More input from PPG members would be welcomed.

**Action: LH to advise on roles / involvement of the Interest Group.**

**7. Newsletter (ME) .**

Dr James Carvell at YMP had appeared on a Channel 5 programme and contributed to the May Newsletter (see Practice website). He had explained his interest and enthusiasm for Lifestyle Medicine.

Approximately 80% of the YMP patients were supportive of having the practice use their e-mail addresses to send the Newsletter, which is produced six monthly, next edition Nov. 2024. Andy Crawford(AC) and Margaret Hewitt(MH) were also thanked for their input.

**8. Compliments and Complaints (LH)**

Compliments: Two Google 5\* reviews with a lot of good feedback. An initial 1\* concerning a problem with appointments was discussed & resolved to 3\*.

MH highlighted social media being used generically to highlight shortcomings at Richmond practices. She thought about 75% of this traffic was critical and she had supported the positivity of work at the YMP.

**9. YMP Appointment Waiting Times (LH)**

LH advised that 10 working days were routine before a patient could be seen by a doctor. One week for a Physician Associate & two days for a nurse prescriber. However, there was capacity for some flexibility.

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Patients over 75 years old had a priority. However, there are seasonal variation.

Dr Chris Watts (CW) advised that Artificial Intelligence used by some practices had many short comings and the practice approach was to have suitably trained staff, who could talk appropriately to patients. The work entailed ascertaining the need for urgent access / continuity / priority.

CW also said that GPs were independent contractors of the NHS and had recently received a new contract imposed by Government. GPs were being asked to consider rejection and potential industrial action, which if supported could lead to disruption of services in Autumn 2024.

YMP is part of the shared Extended Hours scheme, this provides evening & some Saturdays appointments. The scheme is administered by the RGPA and was working well ideal for 'sick kids, smears & dressing wounds'. However, sharing clinical notes of patients between practices is currently not available.

## **10. AOB**

### **Healthy Lifestyles**

Across the road from YMP is a Victorian Cemetery that has been a haven for wildlife for over 150 years. The facility is supported by the St Mary's Church Eco group, of whom Paul Leonard (PL) is a member. On Tuesday, 11<sup>th</sup> June at 1400h & 1700h., all patients are welcome to attend an introduction to the plants, animals and people who can be found there.

**Action PL to produce a poster advertising the event for patients & LH to facilitate promotion please.**

PL also mentioned that there are over 2,000 allotment holders in the Richmond area and plans were underway to highlight the importance of allotments at the Royal Horticultural Show at Hampton Court in 2025. Some surplus produce was already being taken to the St Margarets ETNA Centre for use in the Real Junk Food project.

<https://richmond.foodbank.org.uk/> .

### **Disposal of NHS equipment**

PL asked if the YMP was able to utilise equipment that had been used by patients. LH advised that they do have e.g. walking frames left at the entrance, but NHS policy was for equipment not to be used again. This

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also applied to e.g. unopened boxes of dressings etc. This was a considerable waste of public money.

Next YMPPG meeting:    Tuesday 30 July@ 1200h.

Chair: Peter Henderson    Minute Taker: Jeannie Edwards