

YORK MEDICAL PRACTICE PATIENT GROUP
YMP Meeting Room Monday 30th September 2024, 12.00.

Agenda

Chair : Peter Henderson (PH)

Minute taker : Jeannie Edwards (JE)

Attendance: Maggie Ennis (ME), Graham Sanderson (GS), Lauren Hoadley (LHo), Peter Henderson (PH), Margaret Hewitt (MH), Andy Crawford (AC), Lucy Hunt (LHu), Dr Watts (CW).

1. Apologies*

- a. Paul Leonard (PL) , Richard Bedwell (RB), Carole Boothman (CB)

2. Minutes* 30 July 2024

(a) Approved

(b) Matters arising

None aside from those included in items below

2. Primary Care Network* (PH)

- a) What effect will the increase in size of the PCN have? The three new practices of Jubilee Surgery, Richmond Lock Surgery, Twickenham Park Surgery, officially join 1 October. They are very like-minded practices. Currently the impact on patients with this increased scale is unknown.
- b) It is likely that we will need more space to hold PCN meetings. ACTION: PH to identify if the additional practices have PPGs and the number of members in each. Christopher Lambert may be able to help.
- c) Next YMPPG meeting will be after the PCN merger. .A suitable venue for the November PCN meeting is required. ACTION L Ho to identify
- d) LHo is vaccine lead for PCN, which is anticipated to increase her work proportionally to the numbers of patients involved.
- e) The increased PCN size is likely to give enhanced out of hours capability.
- f) The hub for Richmond will continue. 50% by practices, then each practice will hold a speciality.

3. Richmond Clinical Commissioning Group Primary Care Network* (ME)

ME reported on the last CCGPGN Meeting where Information was shared by individual Patient Group members as follows:

- a) Organising an NHS App workshop for patients, invitation extended to previous meeting presenter (on Digital technology) to come to a PG meeting,
- b) Patients are finding difficulties in finding a pharmacy in their area,
- c) Medical shortages are a great concern. There were three wholesalers now only one (not sure if that is nationally or locally). Some prescription drugs are not available, and medications are costed at the lowest price. This is compounded by pharmacists having to absorb the difference if it costs them more.
- d) Concerns over staff changes,

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- e) Communication between services which must improve,
- f) York practice shared that it has a Compliments and Complaints item on every agenda.
- g) Kate Moore, GP in Hampton, says that funding has to be spent in a certain way and to vire between cost centres is not allowed.

Guest speaker presentations:

- h) Accessible Information Standard: identify, record, clear flagging system, share where appropriate, meets the needs.
- i) Pharmacy First – community pharmacies significantly improving the digital impact between GPs and pharmacies. Currently 100 pharmacies have signed up to the covid booster campaign.
- j) Pharmacy First Referrals – the YMPPG’s response was that the practice has tried referring some things to benefit patients with reduced waiting times and started with UTIs and sinusitis. However, pharmacies are sending patients back to GPs. Success is highly dependent on type of demographic. Winter planning meeting tomorrow.
- k) Safe Working concerns ie. 25 appointments per GP per day is not safe. The workload is heavy, compounded by hospitals pushing back patients to GPs.

4. Staff Changes* (LH)

- a) 2 new registrars. Zia Farooq, and Watan Chantima
- b) The pharmaceutical technician, Bikash Gurung, is developing well . He is currently working on aligning and combining scripts for patients with multiple prescriptions.

5. Interest Group* (PH & LH) Success

- a) This is a two way process between the YMP to Interest group Patients plus Interest Group Patients to YMP.
- b) Stephen Alexander has reaffirmed he would like to be involved.
- c) 17 October at 18.00 there is a welcome in the main patients’ area to explain what is expected from those signed up for interest groups. They should act as a sounding board and the meeting will discuss objectives ACTION: LHo to send out a message to participants for an introductory meeting, with PH’s input.
- d) 30 out of 72 group responded with areas of interest representing a widespread. This data has been collated by L Ho. They also provide a good age mix. They will help us gather information to feed back to the practice.

6. Compliments and Complaints* (LH)

- a) 9 5 star google reviews – 4.3 out of 5 stars.
- b) 1 formal complaint. Patient had appt booked with her daughter to see a doctor but found herself seeing the Physician Assistant who is not a doctor. Although the parent was very unhappy, she saw the PA. ACTION Changes are being made to the appointment information to avoid future confusion.

7. Appointment Waiting Times* (LHo)

- a) Next routine doctor is in 16 days (16 October) 8 days for Physician Associate (8 October) or tomorrow (1 October) with nurse.

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- b) Same day appointments continue to be delivered for urgent cases.
- c) Weather is not yet impacting numbers.
- d) No shows a big issue on other practices are not currently measured and are not thought to be material. ACTION: L Ho will run some numbers and report back.

8. Autumn Vaccinations (LHo)

- a) Booster programme starts 3rd October offering Covid and Flu at the same time. Uptake is good. Nearly 1000 over 65's expected on 5th October. for Saturday's Mass clinic. Other clinics happening on weekdays. Last year 98% took both.
- b) September RSV programme went very well with large clinics. Age limits are in practice, new vaccine so need to make sure that people react well.

9. November Newsletter (ME)

Members were asked to contribute ideas for inclusion in the newsletter. The format will remain two sides of A4 and after discussion it was agreed articles would be selected from:-

- Staying Well in Winter – (Dr. Shoesmith)
- NHS App (Who to be advised)
- RSV (Who to be advised)
- Staff Changes (Lauren Hoadley)
- Importance of childhood vaccinations and vaccine hesitancy (Sindhu)
- Scope of medical provision by pharmacies
- The impact of no-shows (Dr C Watts)
- The role of Physician Assistant
- Vets vs GPs and other interesting facts

10. AOB* (All)

- a) Update on state of the premises after the flood in late September. Maintenance is an issue, and the practice is currently in discussions with their landlords regarding the building lease. The preference is to stay and negotiations are still ongoing. It would be helpful to have a letter from the YMPPG to the building owners to try to speed up decisions with focus on impact on services, staff wellbeing. ACTION: P H to write the letter on behalf of the YMPPG
- b) Regarding proposed industrial action by GP's, the practice is an independent surgery, therefore doctors will not strike. However, GPs are in dispute with the government and their current contract expires in **2025**. Soundings are hopeful, especially considering the new government looking to shift resources into primary care, away from hospitals.
- c) The practice have not identified at this point any patients at risk due to reduction in winter fuel allowance.

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- d) Meeting times. This year we have alternated between evenings and lunch time. Attendance has not varied. Given the current mix of the committee with most people available during the day it was decided to revert to lunchtime meetings.
- e) Continuity of care: The practice values continuity and looking at the ability of the elderly being assigned to one doctor. The high demand and the lack of staff to split routine and emergency need means that there is no obvious solution to achieving this, nevertheless solutions are being sought.

11. Patient Group

- a) National Association of Patient Participation (NAPP) membership
 - 1. We joined NAPP several years ago with the practice meeting the cost of membership
 - 2. The annual fee has increased from £40 to £80. In the past the service was appalling but following a change of management has significantly improved and it was agreed by LHO that the practice will continue to fund the subscription.
- b) AGM
 - 1. AGMs have not been held in the past. It was agreed that the committee would consider the roles on an annual basis without the need for an AGM.
- c) Christmas lunch
 - 1. The Christmas lunch will be held in January at GREEK UNIQUE in Heath Road, opposite the Mediterranean Supermarket. Details to follow.

*** Indicates a recurring for every meeting**

Date of the next meeting: Last Tuesday of the month every second month: 26th November 2024.

ACTION: JEE to issue an electronic invitation