

MINUTES OF PPG MEETING HELD VIA ZOOM ON WEDNESDAY 7 DECEMBER 2022 at 6.30pm

Attendees YMG:	
Attendees Patients:	
Apologies:	
Facilitator:	
Note Taker:	

WELCOME & INTRODUCTION

ZA welcomed everyone to the meeting and thanks them for attending.

APPROVAL OF MINUTES & ACTIONS OF LAST MEETING

The minutes of previous meeting not approved as not to hand.

CHANGES WE ARE PLANNING IN 22/23

More 23/24 – Improving our systems. Digitalising services since pandemic. Government not forthcoming with funding for Practices. Digitalisation has helped us manage our demands better. We are trying to streamline our processes for patients to access our services. We don't want patients to feel excluded if they do not want to use the digital path.

We now have a meeter & greeter at Acomb to assist patients with digitalisation. We are collaborating better with Nimbus.

Q. Different Apps – NHS App, Klinik, and AirMid and how do we use it? NHS App/AirMed are overlapping apps, and worth not using just stick to the NHS APP. NHS App is the one we are pushing. Best to remove AirMid.

Q. How does the hospital let you know that they are stopping my treatment? Hospital use their own system called CPD – Clinical Patient Database – hospital sends practice an electronic letter which is sent directly to use and this is attached to patient's records.

Q. LTC for over 90's do they happen now? Patient has a friend who has not seen GP for over 2 years and she's 91. – Homebound. She has had vaccines done but need BP etc. Patient has informed Dr CC. But have others fallen through the net?

We have our Complex Care Team who follow up with housebound patients = .5% of our practice population. Pro-active care for patients.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE

SYSTEM WORKING – WHAT DOES THIS MEAN FOR PATIENTS?

Three initiatives coming in the next 12-24 months.

One is a plan for practices and hospitals to work together. We are looking to create a walk-in/urgent care service for patients with minor illnesses, to hopefully relieve A&E. Locations could be Askham Bar, Acomb Garth, Monkgate and Pocklington. To get patients seen quicker by an appropriate person, including diagnostic services.

Generally trying to provide more services to patients.

Q. Will GP's be removed from practices to work in the drop-in centres? Yes but it will add capacity.

Q. Will this be all urgent appts going to external locations? – No more for people with exacerbated long term conditions will be offered continuity of care.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE

CHANGES TO PPG AND DEVELOPING OUR PATIENT EXPERIENCE TEAM

Patient experience group meet and discuss the overall patient experience. Developing the PPG via facebook, videos to hopefully broaden the spectrum of our PPG membership group. Do we invite members who meet criteria for new projects to be more involved. Looking at a closed group just for our PPG on facebook.

Q. Have we considered live events? Yes but we would want to start with a small group of people.

QUESTIONS & ANSWERS

Re recorded messages on phone system – is there a way to get back to main menu if you miss the option you need. We will look into this and feedback.

When Agenda goes out – can it have the link included.

From the website are there any GP's who work full time – Yes a full time GP work 4 x 12 hour days.

Can we have some advice re Strep A? – We have prepared a video which has been uploaded to our website.

ANY OTHER BUSINESS

HYMS – Interviewers for student applications: HYMS are student GP's, we are trying to get patient's who would be happy to be interviewed by the students so they can understand how patients live with certain conditions. Two members have been involved previously. Sarah, Chris, Robert happy to help. **ACTION:** Write to these patients to get involved.

We also have a young man currently working in York at Acomb Garth, photographing/interviewing patients about healthcare experiences, would anybody be interested in this. He can come to your home or Acomb Garth on 8th Dec. Sarah, and Robert happy to do this – **ACTION:** AR to be in touch on 8th Dec to discuss.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Write to three members re HYMS students	Email sent to DH	DH	
Pass on members details to Acomb Garth to be interviewed about healthcare experiences	Done	ZA	

MEETING CLOSED

7.50 pm

DATE OF NEXT JOINT PPG