

We hope that this will save the practice money and provide a more positive experience for all our patients and we will ensure that a PCC answers the calls.

Will there be a dead period with the change-over?

No there may be some internal operational issues during changeover but no dead period.

CCG REPRESENTATIVE

Will a representative from the CCG attend our meeting?

■ had a conversation with the CCG and they are keen to be involved, but they have also said that they have open meetings that you are all welcome to attend.

Members of the public attending CCG meetings don't know what's going on as they discuss things we know nothing about.

■ suggested writing to the CCG with any questions or queries.

URGENT CARE CENTRES

Most conversations have been positive about our Urgent Care Centres - do you still remain positive?

My only comment would be that the UCC at Acomb is good but you are now unable to get a routine appointment for four weeks whilst other sites seem to be okay.

We are changing the face of what we are trying to achieve in terms of UCC and we have a slightly different skill mix.

■ explained that there are now less GPs at Acomb (due to Dr ■ leaving and staff on maternity leave) so as a consequence there are less routine bookable appointments. We are recruiting to replace these staff but hadn't realised patients were waiting 4 weeks. We will feed that back to the Ops and Access team.

■ said that same day demand is where we had been focusing but were now working on how to improve access to routine appointments

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Discuss with Operations and Access team wait time for routine appointments on Acomb axis	Email sent	■	12.02.18

SOCIAL PRESCRIBING/NEW CLINICS

■ told the meeting that York Medical Group is starting a social prescribing pilot on a Friday at Acomb for a trial period. Four one hour sessions will be available for patients who need non-medical intervention for example help obtaining a bus pass or support and signposting to other external organisations. YMG has wanted to do this for some time but funding has only just been obtained. It will be run by staff from the CVS in York and will take referrals from the GPs.

The Citizens Advice Bureau also run sessions at Water Lane on a Wednesday which all patients are able to access and the aim is that this will also be run from Acomb in the future. The aim is that we try to become more part of the community. We are also considering engagement activities for patients which may include a gardening club at 32 Clifton.

Have you explored the 35 voluntary organisations within York – one of them might be able to come in and work closely with you. You don't want to be taking away resources from your main stream activities with this. I work for the Older Citizen's Advocacy in York who works with lots of organisations.

The York CVS is running the social prescribing pilot in York and we are also working with Musical Connections who use music to bring people together.

We are also doing some work with the Alzheimer's Society in Acomb to become Dementia Friendly and are hoping they will come in for a session to offer patients support.

There will also be a pilot as part of the UCC for MSK (musculoskeletal) with a physiotherapist and Paediatrics urgent care. We have been assessing how people use the service so we can specialise rather than having to refer

to the hospital. The MSK clinic will be run from Water Lane. We are constantly looking at testing new services that will help to support our patients.

Do patients use 111 service?

Yes they do. On the weekend the Out of Hours service is accessed using 111 as a first point of contact, however if we are open 111 will often advise you to be seen by your GP.

If I ring with an MSK problem would I need to see a GP and then book another appointment or would this be one appointment?

We are trying to get to patients seen by the right clinician the first time. This is why our PCCs ask questions to ensure you are put in the correct clinic. Lots of our urgent care calls are those with MSK issues.

■ will ask IT to ensure that the YOURPHYSIO link is more prominent on our website too.

"YOURPHYSIO is the NHS Physiotherapy website for the Vale of York (York, Selby, Malton) and the East Riding. The aim of the website is to provide help and information to assist in the early management of common injuries and pain problems. We also offer detailed guidance on living with a long term condition such as osteoarthritis.

The second aim of the website is to promote and support long term musculoskeletal health. You will find lots of information and resources on the website to help you get and stay active, stay healthy at work, and manage your physical health alongside your mental health."

We have also been running a pilot with YAS (Yorkshire Ambulance Service) who will be doing some of our home visits. They are already on the road, prepared and equipped and taking a GP out of a clinic means many lost appointments. GPs will also often end up calling for an ambulance during the visit. During the visit if the paramedic needs to speak to a GP they can.

Do they have the capacity to do this?

■ said that she did refer a patient recently and was asked to call back as they were too busy.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Discuss with IT making the YOURPHYSIO link more prominent on our website	COMPLETE - The YOURPHYSIO link can be accessed via the Your Health button on the front page of the website	■	07.02.18

PATIENT NEWSLETTER

It is often out of date by the time it is produced, items are very random. Could the newsletter be a pdf file on the website as it is difficult to find and slow to access which is not helpful?

We have produced some self-care videos that are now available online.

■ asked the members to think what they would like to see on the newsletter?

Changes to services, opening and closing times, new staff.

All members agreed that it doesn't have to be site based it can be practice based.

■ also asked what patients would like to see on the website.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Discuss with IT about making the newsletter more prominent on our website	COMPLETE - The newsletter is available in the latest news section, Have Your Say, Quick Links and by using the search bar	■	07.02.18
Add "What should be on our Website" to the next agenda of this meeting	COMPLETE - added to agenda for August meeting	■	12.02.18

MEN'S HEALTH MEETING

discussed that the members of the Monkgate PPG are going to hold a talk to discuss prostate issues. Patients will discuss their own experiences and has contacted , a Consultant Urologist at York District Hospital who will also be there. It will be open to all the population and will be possibly held on Tuesday 24th April.

It will be advertised when all details are finalised.

It was suggested that we should also contact Tackle who are a support group run by patients at the hospital who may wish to contribute/attend.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Contact TACKLE the prostate cancer support group	On hold	█	12.02.18

ANY OTHER BUSINESS

YORK MEDICAL GROUP

I don't know how this organisation operates is it a business? Is there a CEO or partners?

explained that he is the CEO and there are 15 partners, including a Managing Partner. There is a Management Board made up of himself, some partners and the senior management team who execute the business plan and report in to the Partner Board. We are a business.

We use patient satisfaction, staff satisfaction, complaints, and patient numbers as key performance indicators.

CCG

What influence do you and your colleagues have and can you pressurise to get the services you want?

said that part of growing as an organisation allowed us to have a louder voice. We are part of CAVA (City and Vale Alliance) which has around 100,000 patients. There are other alliances in York NIMBUS and Shield are two, but we all try to speak with one voice.

You all have to fight for one pot of money. The NHS is a victim of its own success and drug companies are part of the problem.

We are starting to do more work as a GP practice to take some of the services from the hospital as it is often cheaper to deliver these in the community.

PRESCRIPTIONS

In Tower Court Pharmacy someone gave his prescription in which included paracetamol. They were told it was cheaper to buy rather than on prescription.

There is work being done on what Over The Counter (OTC) drugs GPs will and won't be allowed to prescribe. We are working on the ethical perspective of this, for example if you use paracetamol for a long term condition to manage pain it will still be prescribed.

If you wish an OTC medication is taken off your prescription we can keep it on your record, to show you are taking it, but remove it from your repeat prescription.

I waited 4 days for my prescription which was not at Tower Court.

When a request for a repeat prescription is received our PCCs allocate them to a site to be issued based on your registered surgery.

DATE OF NEXT JOINT PPG

Monday 6th August 2018 at 6.30pm at Water Lane