

Advertising should be in The Press, local Radio, Men's barbers?			
ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Contact Urology Team at YDH to ask for a speaker to attend the Men's Health Talk	Done – await confirmation of date of event	■	14.03.18

REPRESENTATION AT JOINT PPG
<p>■ wondered if it was worth appointing a representative to attend the joint PPGs.</p> <p>It was agreed that as the next one is to be held at Monkgate, as many of the Monkgate PPG members will attend as possible.</p>

PATIENT FLOW MEETING
<p>■ has been trying to gain perspective from both patients and staff about the patients' journey from the initial contact with the surgery to get an appointment through to, hopefully, successful treatment.</p> <p>The meetings have been set up to hear the barriers that are in place to successful GP visits and any ideas staff and patients may have to resolve these issues.</p> <p>A flow chart is being produced and will be shared with patients following the final meeting.</p> <p>Should anyone have any ideas or frustrations that they wish to share please email voyccg.ppgymg@nhs.net and all information will be forwarded to ■.</p>

ANY OTHER BUSINESS
Funding Response Letter
<p>■ had written to the NHS regarding York's perceived inequitable funding allocation. He received a response which he shared with the members of the PPG. ■ also forwarded on his letters to a local MP who felt that although we did not receive a favourable response the more complaints to the NHS the better.</p> <p>Discussion took place about the funding formula and the seemingly unbalanced proportion of NHS funding that the Vale of York receives.</p> <p>■ agreed to also write to the MP for York.</p> <p>■ agreed that it is a frustration that our CCG doesn't receive the amount of money we would need to offer the services we would like to.</p>

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Contact ■ regarding the NHS funding formula	Email sent 13.12.17	■	14.03.18

Urgent Care Clinic
<p>■ shared his two excellent personal experiences of the Urgent Care Team. One in particular when he visited a GP at 4.30pm and by the time he had returned to his house the hospital were already contacting him to make an appointment.</p> <p>■ also shared his frustration that our Practice Nurses clinics rarely run to time. He had spoken to a patient who was regularly kept waiting 40 minutes. This was at the beginning of the day which is harder to understand than were it later in the afternoon. ■ wondered whether appointment slots were not long enough or if nurses were asked to do too much in a 10 minute appointment.</p> <p>■ felt that the main issue is communication. The appointment was for 11.50 and after waiting for 25 minutes he had to leave to attend another engagement. Had he been informed that the clinic was running late he could have left and come back or re-arranged the appointment without waiting. Also the attitude of the nurses is not as</p>

welcoming as that of the GPs and PCCs.

█ disagreed and expressed her view that all the nurses that she has seen are lovely.

█ asked if anyone felt this was just the same at the hospital, but members felt they had not been kept waiting there.

█ told the meeting that he didn't receive a message that his appointment had been cancelled and had arrived at the surgery.

█ explained that there are reasons why clinics run late and it can be impossible sometimes to keep to 10 minutes. If a patient visits a GP with chest pain, they might ask a nurse to do an ECG which then makes the nurse clinic run late. We are hoping that our UCC will take the urgent cases enabling GP's to have 15 minute appointments.

█ agreed that more information given when checking in the better. We are also considering putting the UCC into blocks (you would be asked to attend between 10am and 11am for example and not given a specific time) which may reduce expectation. We are hoping to staff our UCC's with nurses/physios/mental health workers in the future with an overriding GP who can be called upon if necessary.

█ suggested that it may be as simple as clinicians coming out of their rooms and explaining to patients that they are running late.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Investigate ways of better communicating late running clinics		█	14.03.18

Review Letters

█ has received a duplication of a review letter after being seen on receipt of his first letter.

█ explained that all letters are generated by our Patient Data Team in Surgery but sent from a central Document Management System which is why they are postmarked Bath. It is a constant challenge not to send multiple letters but we are always working on ways to improve our system.

Flu Jab

█ expressed his gratitude at the speedy and pleasant experience he had when attending for his annual Flu injection.

Exercise and Health

█ asked █ if he would consider attending one of the York Health Walks (York Health Walks 01904 553377) organised by Health Watch and report back to the group whether we could set something similar up at York Medical Group.

█ also asked whether he thought patients would be interested in attending a group exercise class possibly on the grass outside the Walk In Centre.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Attend a York Health Walk		█	14.03.18

DATE OF NEXT MEETING

Joint PPG – Monday 29th January 2018 at 6.30pm at Monkgate

Monkgate PPG – Wednesday 14th March 2018 at 12.30pm at Monkgate