

OUR HAXBY COMMUNITY

Minutes of PPG Meeting held on Thursday 14 September 2023, 18:00 – 19:30 at Haxby & Wigginton Health Centre

1. Present

Patient and Community Representatives: Mark Guilford (Acting Chair), Pat Ansell (Secretary), Josie Clarke, Carol Atkinson, Brenda Furk, Penny Suckling, Edie Jones, Ann Hook

Haxby Group: Dr Drew Bradman (GP and GMS lead for York), Nicole Zannikos (Assistant General Manager, York), Steve Reed (Haxby Group Chief Operating Officer)

Apologies for absence: Rory Dalgliesh

2. Minutes of the last meeting / Matters arising

There were no matters arising.

3. Communication with patients

The following issues were discussed between patients and staff present at the meeting:-

- The layout of some of the practice surgeries, in particular reception areas, make it difficult for patients who call in to make an appointment if they feel uncomfortable discussing private medical issues in public. This is especially so for those who may have a special need of some sort. This included discussion about how to help patients who are unable to use technology to communicate with the surgery.
- Practice feedback is that patients can ask to speak with someone in private. Although space is limited, it was also suggested that staff could take a number and have a staff member contact the patient by telephone to discuss the matter. It was commented that staff would need to be made aware that this might arise and offer alternatives should the patient seem uncomfortable.

In his absence, the meeting chair brought up issues previously submitted by the PPG Chairman:-

- Wait times update – the patient group suggested that a simple report on progress with wait times should be presented at each meeting. It was noted that the term ‘Wait Times’ refers to routine appointments only, not same day urgent appointments. The practice believes wait times are currently 4-6 weeks, down from 12 weeks last winter. It was noted that these times refer to the summer period and that winter demand could place these numbers under pressure. Huntingdon Surgery was the only surgery that lagged behind these timings due to staff illnesses. It was mentioned that 75-80% of requests are triaged the same day. Hospital delays are having an enormous impact on general practice.

4. Triage Flow Diagram

This diagram has been produced by the practice, with input from a patient, to illustrate the appointment process at Haxby Group Practice. It was well received by patients at the meeting. They suggested the word ‘triage’ be removed from the title as patients might interpret this as being separate from the appointment process. It was suggested that the flow diagram be published via the website and social media platforms.

5. PPG email address

It was suggested that a PPG email address could be set up by the practice to allow patients to contact members of the PPG directly. Due to privacy issues this needs to be under the auspices of the practice.

6. Issues affecting specific surgeries

- Poppleton representatives still feel somewhat dissatisfied with the level of service offered at the Old Forge Surgery. The practice reported that their cost structures, and cost limitations set in place by the NHS, had forced certain decisions relating to the Old Forge. The Chair suggested that Poppleton patients may like to write to the Humber and North Yorkshire Integrated Care Board ([Humber and North Yorkshire Integrated Care Board \(ICB\)](#)) expressing their concerns. Integrated Care Boards (ICBs) have asked practices to reduce their budgets by 30%.

The Chair suggested communications should be of a positive nature rather than just complaining and should be phrased more as lobbying, asking the ICB to consider the needs of the community. He offered his assistance with the wording of any such document.

- Stockton-on-the-Forest surgery – permanent closure was approved by the ICB.

7. AOB

- Haxby Group newsletter – it was agreed that the PPG would have a small segment of the newsletter. The first would describe the purpose of the PPG and include an email address for contacting the PPG.
- Self-service kiosks – the practice is proposing having these inside surgeries, where patients can be shown how to complete online forms and/or use a computer. This was received positively by patients at the meeting.
- An audit by Health Watch has indicated that accessibility of the Haxby Group website on mobile phones is not ideal.
- ‘Kerb Property Services’ are responsible for the difficulty safely accessing Haxby & Wigginton surgery premises rather than the practice as it is on their land. Josie agreed to email the access officer, David Smith, and the Head of Highways.

8. The meeting closed at 19.30. Date of next meeting in January 2024 to be advised.