

18/6/25

# PPG Meeting

## The Citadel, York City Church

Thank you for everyone who came and joined us on the 18th June – we tried out a new venue in the centre of town with the large car park nearby.

We started off by updating everyone on the improvement work we have been doing recently in response to patient feedback and in support of making sure we can improve the continuity of care our patients have with the individuals in our team who know them best.

### Prescribing

We invited everyone to come and support the prescribing workshop in August and explained that the majority of concerns and enquiries we receive are around prescriptions and medication reviews. We recognise that some repeat prescriptions come around quickly when patients are on a 28 day supply so we will focus on how to make repeat prescribing easier for patients and how to contact us around prescribing queries at the August workshop.

Our next meeting on the 13th August will be at Priory Medical Centre in Acomb and will be dedicated to working with our patients on making improvements to our prescribing processes.

### Carers

We fed back from our survey of carers who are PMG patients or those who care for PMG patients (see attached).

### Healthwatch report – Accessibility

We also shared the key findings and recommendations from the recent Healthwatch site visits. We updated on the new translation and British Sign Language service which is available through the Humber and North Yorkshire commissioners and confirmed we have mobile hearing loops in place at every surgery. During July and August our surgery teams are going to be refreshing all

the posters and noticeboards on every site to make sure patients are aware of the support they have available. We noted that the Park View surgery ramp remains challenging for non-motorised wheelchair users to ascend alone without support. Dr Brooks was also working on the feedback around our website and building this into our weekly work to tweak the website and social media messages to support patients.

## Patient Care Navigators

We discuss our plans for a dedicated protected learning time afternoon for all our reception team and telephony team the following week on the 26th June. We will be focusing on how critical the role of each and every one of them is for every conversation with their patients each day and the importance of listening to patients to understand what they are experiencing and need, and in turn the use of supportive and empathetic language. We will also be doing more training for our teams on the NHS App to allow them in turn to support all patients needing to get the NHS App downloaded and able to use it.

## Estates Improvements

We updated on the improvement grant bid we are preparing to submit for the refurbishment and reconfiguration of rooms and space at Heworth Green surgery to create two more clinical rooms and a more spacious reception area for our teams. We noted how we have almost completed the work on renovating many of our surgery roofs and clearing drains (which seem to be suddenly problematic across York!).

## Access System Improvements

We also updated on our on-going work to improve routine waiting times through simplifying our access systems (both Klinik our online platform and our telephony system) and making it as easy as possible for patients to use and get to the right person first time. We are considering alternatives to Klinik now and have reviewed the feedback we get from patients about their experience of using it.

## What next for the PPG?

We discussed how we wanted the PPG to evolve over the next 12 months and would be considering how to request a Chair for the PPG in the Autumn. We additionally would be asking PPG members if they would be happy to have photos taken and perhaps consider supporting some videos for our patients so we have patients talking about PMG processes and improvement to other patients.

### Next meeting

Wednesday 5th November 2025 3-5pm  
Heworth Green Surgery, Heworth Green, York, YO31 7SX (car  
park including blue bays available)

