

05/11/25

PPG Meeting

Heworth Green Surgery

Thank you for everyone who came and joined us in November – we met in our upstairs meeting room at our Heworth Green surgery.

Routine appointments

We started off by updating everyone on the impact of our improvement work to reduce waiting times for routine non-urgent care appointments in the past nine months. Waiting times have now reduced significantly to 3 weeks (and sometimes more quickly). We also discussed the additional appointments which were available locally to support more urgent requests for care from Pharmacy First, community pharmacy and Nimbuscare who are providing additional urgent care appointments over the winter.

We also shared a report from our social prescribing team on the number of patients they are supporting and the impact this has on patients who benefit from being signposted and enabled into accessing wider well-being and support services in the community.

Feedback from patients

We provided an overview of some of the issues patients had shared with us, including:

- The challenges of aligning multiple medications and the requests to move to 56 day prescribing to support patients in managing the turnaround with their local pharmacies
- Clarifying that when medications are not available to request for re-prescription this most likely means that there is a review and blood test required to support clinical pharmacy review before prescription can be issued. If in any doubt call in and discuss this with reception teams who will talk patients through what is needed to help patients plan proactively tests to support reviews
- Proxy access has been a challenge for some patients to establish over the past few months, but the reception teams have provided support. It was noted that it sometimes feels sensitive to discuss personal information confidentially in reception areas at surgeries so this will be discussed with surgery managers to ensure their reception teams can be sensitive to this on each site our patients on making improvements to our prescribing processes.

Neighbourhoods

We updated around the changes in the way health, social care and voluntary services are working together in 5 neighbourhoods across York (East, Central, North, West and far East – out to Pocklington).

The aim is to consider the patients in each neighbourhood together using population health and health inequality data so the most vulnerable and complex people are identified. Services can then plan how 'integrated neighbourhood teams' can be established across organisations which help support these local people more effectively.

PMG are actively involved in all neighbourhoods and leading the East neighbourhood partnership board along with Unity Health. Estates development in community settings will be an important part of how neighbourhood teams are enabled to work together better.

Heworth Green surgery refurbishments

We provided an update on the work which will start early in 2026 to refurbish the office and waiting area at Heworth Green, as well as develop two more clinical rooms. This has been funded through improvement grant money from the commissioners at Humber and North Yorkshire ICB.

Feedback from you

You fed back that you would like to know more about social prescribing as well as what kind of health and well-being services are now provided for children and young people across schools and health care. We will work to organise leads from these areas to come and present to the PPG over 2026. We confirmed we will be doing a PPG in May/June for our younger practice population.

You also want to know more about prevention and health promotion services offered by City of York Council.

You also highlighted again how you would like to see slightly later/ evening PPGs to access working age PMG patients and hear more from them.

You also highlighted that some of you don't actually access PMG services very often but worry about your health so would like to know more about more general health checks available.

What next for the PPG

We confirmed we have a new Head of Governance Rosie Parnaby who will start coming to the PPG meetings to feedback on the improvement work she and the governance team are leading in response to patient concerns and complaints and from our incident reporting.

We would like the PPG to be actively involved in neighbourhoods as they develop so more on how this can happen.

We agreed to meet again at Heworth Green and can have a look at the plans for the new waiting area and room conversions at the next meeting.

We will ask our social prescribing team leader to attend the next PPG meeting.

Next meeting
Wednesday 4th February
5-6:30pm
Heworth Green Surgery YO31 7SX
(car park available)

