

04/02/26

PPG Meeting

Heworth Green Surgery

Led by Caroline Alexander COO and Chris Bennett Executive Partner

Thank you for everyone who came and joined us in February – we met in our upstairs meeting room at our Heworth Green surgery. We also welcomed new members to the group.

Routine waiting times

We started off by updating everyone on the continued impact of our improvement work to reduce waiting times for routine non-urgent care appointments in the past year – waiting times have now reduced significantly and at some sites these are 2 weeks, and this is through the winter period where we have experienced more demand. We have noticed a reduction in patient feedback and complaints around long waiting times and an increase in positive friends and family feedback in relation to both access and care received. This is really positive to see and for our teams to hear.

Social Prescribing

Abbie Myers our social prescribing team leader presented to everyone around the role and work of our 3 social prescribers. They work with a variety of PMG patients to provide support and help guide them to access wider well-being services and activities and the feedback from PMG patients who have had support and our GPs who refer our patients is incredibly positive.

[Social Prescribing in York – York CVS](#)

We confirmed the on-going commitment to having social prescribing colleagues working as part of the PMG team.

Primary Care Patient Safety Strategy

[NHS England » Primary care patient safety strategy](#)

Rosie Parnaby, our new Head of Governance at PMG attended to introduce herself and the work we are undertaking around delivering the key parts of the national primary care patient safety strategy. The aim of the strategy is to ensure primary care providers (General Practices) have both cultures and systems in place which allow staff and patients to identify, report and address issues which may adversely affect patient safety.

PMG now has in place:

- Internal and National staff surveys for all our staff to complete
- A Freedom to Speak up process (this used to be called 'whistleblowing') available for PMG staff to use and report to alongside the incident reporting system
- An incident reporting system which allows immediate reporting and response daily and a link into the national Learning From Patient Safety Events team
- A digital clinical safety strategy and lead clinical safety officer, Data Protection Officer and Caldicott Guardian

Over the next few months the process for requesting, appointing and training Patient Safety Leads/ Partners will progress. These partners will support the PMG GP Partners and management team with reviewing and learning from incidents, complaints and patient feedback to improve further the response to any issues which are affecting patient safety and experience. Rosie confirmed she will be engaging with the PPG again soon to help support this process progressing and most likely the next PPG meeting will focus more on how to appoint these partners.

Neighbourhoods

We updated on the progress with the establishment of the 5 neighbourhoods across York and PMG is one of the lead practices in the the East Neighbourhood Partnership Board. Initial priorities are being confirmed for each Neighbourhood and it is likely that local communities and PPG members will be invited to attend workshops.

Outlined below is a summary of the neighbourhood model and aims proposed in the national neighbourhood framework:

Aims

- Improve people's health and care outcomes
- Organise services around the person
- Reduce pressure on acute services
- Cut waste and duplication
- Help the NHS deliver against core targets

Delivering Neighbourhood Health

To deliver neighbourhood health, the NHS and local authorities must transform how they work together alongside wider partners including **voluntary, community and social enterprise organisations (VCSEs)**. ICBs will ensure neighbourhood health becomes the default model of care

Heworth Green Improvement

We provided an update on the work to build a brand new reception, office and waiting area at Heworth Green and create 3 more clinical rooms – this work is due to start on the 16th February. We will invite the PPG to tour the new areas at our next meeting.

Feedback from you

You fed back that you would like to know more about the pressures mental health need are placing on practices, including meeting the mental health needs of neurodiverse patients, and what services are currently available. We will focus on this at the next PPG meeting.

You fed back around some of your individual experiences of being a relative who has complained and how the process of managing a complaint can have a profound impact on a patient, carer or relative.

You fed back around your individual experiences in managing multiple medications, prescribing and changes to medications and how challenging this can be at times with reviews. As always this feedback is taken back to the Partners, pharmacy and prescribing administration team to review and reflect on.

You also fed back about it feels using the NHS App.

What next for the PPG?

Next meeting

Wednesday 14th May 4-6pm at Heworth Green with tour around new refurbished estates. Topics to include: Mental health, update on our population health and health outcomes, neighbourhoods and patient safety partners.

