

20/05/26

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 May – we met in our upstairs meeting room at our Heworth Green surgery again. The PPG members also had the opportunity to look around the newly refurbished reception and waiting room area downstairs at Heworth Green.



Updates

We started off by updating everyone on the continued impact of our improvement work maintain or reduce waiting times for routine non-urgent care appointments in the past year. We are continuing to recruit to expand the GP team and this will help with waiting times over the summer holiday period as our teams take much needed annual leave. Waiting times at our sites are around 3-4 weeks. We are also exploring a new telephony system to roll out by November and we will be able to tell you more around this over the next few months.

Mental Health

Carlos Anaia our first contact mental health practitioner presented to everyone around his role and how he supports patients and the GPs at PMG work with patients who are indicating they are struggling with their mental health. Carlos provides initial support and assessment for our patients and can suggest referral onwards to other services locally. In the past year Carlos has supports around 48 patient contacts every week. In the last 12 months he has provided 2208 appointments of which 828 were urgent and 1380 routine and follow ups.

You asked about how mental health demand is changing and increasing in our practice population and we said we would share some more insights into this at the next PPG meeting.

Patient Safety Partners

Rosie Parnaby, Head of Governance at PMG attended again to share a little more around Patient Safety Partners and how the PPG will develop further over the next 6 months.

We are seeking a Chair for the PPG from January 2027 and want to develop the structure of the PPG meeting to make sure we can share more insight into the themes and learning from incidents, complaints and our patient feedback. We are seeking some focus groups on access and also how we provide patient information whether this is on our website, in person or on our noticeboards.

Nimbuscare York PPG Meeting

Rosie provided some headlines from the Nimbuscare PPG meeting on the 6th May and encouraged members of the PMG PPG to attend future meetings if they are able to. You fed back that you would welcome someone from Nimbuscare coming to present at a future PMG PPG meeting.

York Patient Participation Group Network

Nimbuscare was delighted to host the first York Patient Participation Group Network meeting on 6 May 2026.

It was encouraging to see such strong engagement and enthusiasm from PPG representatives across the city. Discussions highlighted shared priorities, common challenges and opportunities for greater collaboration between practices.

The event laid the foundations for a patient-led network, allowing PPG representatives to shape how the network develops and identify shared priorities for the future.

What is the York PPG Network?

The Network will bring together PPG representatives from practices across York three times each year to:

- Share good practice
- Learn from one another
- Explore common challenges
- Receive key updates
- Strengthen the collective patient voice across York

Importantly, the Network will be patient-led, with members helping shape future agendas and priorities.

Neighbourhoods

Caroline Alexander gave an update on the regular Neighbourhood Boards now meeting in 4 neighbourhood areas across wider York – East (where PMG alongside Unity Health practice Chair the Board), West, North and Central (city centre).

The neighbourhood meetings are focusing on gathering and sharing information about local York residents from all different services and teams working across all sectors in order to connect services and try to identify priorities for working together.

The focus remains on improving population health, tackling health inequalities, improving access and providing support to high intensity users (people who have chronic, complex and enduring health and social issues who need dedicated support from a team who work across many services to meet their needs).

Your Feedback

- You welcomed the continued NHS App training and support sessions and these will continue monthly
- You wondered if the one of the PPG focus groups could be around sharing personal experiences in managing diabetes and what has worked well – for example a healthy eating group
- You wanted to know how we could support patients in understanding why and what medication reviews were for – Dr Bennett gave an overview
- You wanted to know more about the ear syringing pathway and we confirmed that this was not a service provided locally in NHS but there were a number of different private providers (including Nimbuscare)
- You talked about how health checks at 40 years plus could help with avoiding the development of long-term conditions?

What next for the PPG?

Next meeting

The next meeting will be after the summer holidays – Wednesday 7th October and we will hold the meeting in the evening to support working-age adult patients attending if they can. We will also consider holding the meeting at another surgery we haven't met at yet, probably in the west of York.

