

DRAFT

Campus Health Centre Patient Participation Group

Minutes of the meeting of the Campus Health Centre Patient Participation Group held on 11th December 2025 in the University Occupational Health Department.

Present:

Brian Swallow, Dick Groke, Margaret Groke, Ray Stowe, Mark Whitaker

1. Apologies for absence:

Apologies were received from Diana Sandy and Anna Ainsworth.

2. Minutes of the meeting held on 5th June 2025

The minutes were approved.

3. Matters arising

Practice Web site

Mark reported that further refinements to the web site were ongoing.

4. Online consultations

Mark reported that the Government have introduced a requirement for practices to arrange for on-line consultations to be available for patients. These are in addition to the usual ways of consulting a doctor. Patients can complete an on-line form which is sent to the surgery and has to be considered within two days of being received.

The form is seen by a physician who considers whether or not it is an appropriate referral. For example, for urgent cases the patient would be asked to attend A and E. The system is mainly geared towards routine, non urgent requests.

Other practices are using a “total triage” system of only using on-line consultations. Our practice has no intention of introducing this.

Mark also reported that due to additional funding from the Capacity and Access Fund, we now have additional surgery hours. This has enabled three sessions additional practice time per week, serving an extra 40 to 50 patients. It is not possible for the practice to increase this further due to accommodation shortage. However, the initiative below may help to alleviate this.

5. Video Consultations.

Funding from the Capacity and Access Fund has enabled the practice to use a firm called LIVI (a Swedish firm) to introduce video consultations, All the doctors are UK trained and employed. Our practice is the first in Hull to introduce this. Again, it is a supplement to existing services.

The system enables patients to self refer for a video consultation. This is via an app or via the Campus Health Centre web site, or the reception staff can suggest it to patients. The cost of using this service is approximately one pound more than a consultation in the surgery. There is capacity for up to 50 consultations per week. So far, there were 7 consultations in October, 59 in November and 20 this month up to 11th December. All consultations using this system are recorded on the GP patient record so that GPs can follow up on any issues.

6. Friends and Family Test

The results for November are:

Total responses	107; of which
Very Good	87
Good	20
Neither good nor poor	0

Poor	0
Very poor	0

7. Changes made to follow up services – CHCP especially

As far as Mark is aware, there should be no changes to local services provided by Trusts. As a result of NHS England being taken into direct control by the Department of Health, and the ICBs being merged, there will be about 21,000 redundancies. However, this should not impact on local services.

8. Routine GP Appointments

There were two issues raised:

- a. the unavailability of appointments. This issue should be alleviated with the introduction of on-line and video consultations.
- b. being unable to make an appointment for longer than three weeks in advance. This is a problem for patients who require a follow up appointment in, for example, a month's time. They are unable to make an appointment and asked to phone again in a week or so. By then an appointment may not be available.

Mark explained that the Practice cannot introduce such appointments for fear of blocking up the system.

9. E-Magazine

Mark will circulate a draft of the e magazine to members for comment.

10. PPG Membership Recruitment

Ray has made contact with the Student Union President for Inclusion and will pursue the idea of a student member for the group.

Mark will add the recruitment poster to the call screen in the surgery.

11. Schedule of meeting for 2026.

The following dates were agreed. All at 3.00pm in the Occupational Health Department, unless otherwise notified.

19th February 2026

21st May 2026

3rd September 2026

10th December 2026

12. Any Other Business

a. Patient Demographics and funding.

Mark reported that the surgery has around 7,600 patients. The demographics have shifted from 60% students to other population to 50% students.

Mark reported that funding per patient is significantly lower for our practice (around 95 pounds each patient) compared to other practices (some of which average as much as 200 pounds plus).

This is dependent of the geographical areas, as well as the deprivation of the areas and the population of the practice. Students, for example, carry significantly less funding than non-students.

b. Confidentiality in the waiting room

A discussion was held about the confidentiality of patients on the telephone at the front desk. Mark reported that most calls are answered by staff at the back desk, and reception staff should be careful about mentioning names and details whilst on the telephone.

c. Staffing

Mark reported that one of the partners has stepped down for reasons of work/life balance. There is now only one partner for the practice, which may pose challenges in the future. There are also some staff undertaking major surgery and will be off work for some time. The group wished them well and hope their recovery is speedy.

13. Date of next meeting.

Thursday 19th February at 3.00pm