

Campus Health Centre Patient Participation Group

Minutes of the meeting of the Campus Health Centre Patient Participation Group 21st May 2026 in the University Occupational Health Department.

Present:

Brian Swallow	Dick Groke
Margaret Groke	Ray Stowe
Anna Ainsworth	Mark Whitaker

1. Apologies for absence:

Apologies were received from Diana Sandy

2. Minutes of the meeting held on 19th February 2026

The minutes were approved.

3. Matters arising

a. Staffing

Mark reported that five new members of staff have started at the Practice. These include Dr Javed, who is to be a salaried partner, and an Advanced Practitioner Nurse, who is able to prescribe.

b. Building

The University may be offering the practice the opportunity to purchase the building.

c. Physiotherapy.

The practice shares a physiotherapist with three other surgeries. Patients can self refer, and a referral can be made via the reception staff.

4. E-Magazine

Mark is still working on the E-Magazine. He thanked members of the group for their feedback on an earlier draft.

5. Friends and Family Test

The monthly results were circulated from April 2025 to March 2026. It was noted that overall, the results are very positive, with 96% in the good or very good categories. Only 2% were in the poor or very poor category. The results are consistent throughout the year. The comments from patients were also circulated and the meeting considered those in the poor or very poor categories.

Mark monitors the test data and considers each of the negative comments to attempt to resolve any issues. Mark has added an option to the survey where patients may include their contact details if they would like to discuss their experiences. One person has done so to date.

Members of the group wished to express their congratulations to the Practice for the excellent results and to thank all staff for their hard work in striving to make the Practice one of excellence.

6. Membership recruitment

Ray reported that he has spoken to student union representatives but so far there are no volunteers.

Brian placed a note on the Newland Park WhatsApp group to see if any patients of the Health Centre would be interested in joining the PPG, but has had nil response.

Brian discussed membership with the Patient and Public Involvement Co-ordinator for research in the Hull York Medical School. She offered to promote our PPG to their students. Mark will start texting patients to invite them to become involved in the group. This will be undertaken a few at a time, in alphabetical order, to avoid too many responses.

7. Video consultations update

The video consultation initiative, called "LIVI", had 107 patients use it in April.

It is available to all and details are on the web site, alongside a short video explaining how it works.

8. Research

Brian reported on a meeting he attended at the University with Involve. Involve has been set up by the University in order to encourage members of the public to engage in research proposals and research projects. Most research initiatives in health now require patient involvement in the planning and implementation of research projects and this initiative is aimed at encouraging such participation.

Many of the University's research projects are in Primary Care and they are also keen to attract participants.

Mark said he is happy to advertise suitable projects on the screen and in the newsletter, and the Practice is keen to engage in research. Brian will pass Mark's email on to the Co-ordinator at the University.

9. Any other business

a. Prescriptions

In accordance with national guidelines, the practice is discontinuing providing prescriptions for two monthly periods, and are moving towards only prescribing for one month at a time. Patients can renew their prescription two weeks in advance, in order to manage holiday periods.

Forty-eight hours notice is required. However, problems can arise if the pharmacist does not have the medication prescribed.

The new guidelines are an attempt to prevent patients from hoarding medicines as well as to encourage people to have their blood tests when required.

Following a discussion about pharmacy delivery services, Brian reported that Hull Pharmacy, opposite the Haworth Arms, delivers prescriptions free of charge.

b. Campus email address

Mark reported that there is a new email address for the campus which he will circulate.

b81104.campushealth@nhs.net

c. Advice and Guidance

This has been initiated to obtain advice from consultants. The GP can contact the consultant for appropriate advice.

10. Schedule of meetings.

3rd September 2026

10th December 2026

11. Date of next meeting.

Thursday 3rd September 2026