**Your Say Agenda**

**Time & Date:** Thursday 30th November 2023, 2pm – 3.30pm

**Where:** In person, Ruils Office in Teddington

**Chair:** Alan Benson and Mary Harrison

**Note taker:** Hallie Banish

| **No.** | **Agenda Item** | **Action & by Who** |
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|  | **Welcome and Introductions**  **In attendance:** Hallie, Bea, Alan, Mary, Gareth, Siobhan, Heather (palantypist)  **Apologies:** Scotty, Bruno, Chas W, Paul L, Amanda |  |
|  | **Actions from previous minutes:**   * Amanda was going to follow up with her GP surgery to see if there are any other ways for her to make same day appointments * Alan to email team at Abellio and set up a new date for access day * All to go away and think about what “good” looks like and bring it to the next meeting in November * Hallie to publicise meeting dates for 2024 once agreed | Alan to follow up with Amanda  Done, but they have not responded |
|  | **Updates from Chair and Deputy Chair**  Alan shared that he was invited to the TfL Access event where they were launching the Manor Circus accessible crossing scheme officially  Alan shared that the Richmond Transport Committee changed the laws around homeowners parking in gardens so there will be more dropped curbs on pavements. They are looking into designs to make it more pedestrian friendly. |  |
|  | **Presentation from Ruils Campaigns Volunteer on state of same day GP appointments in Richmond Borough**  See attached presentation |  |
|  | **Same Day GP Appointments – Campaign Development**  Mary – Focus needs to be on having more than one option to get through to your GP for SD appointments (online, phone, texting/whatsapp)  Alan – clearly chaotic across GPs, there are no govt rules, just guidance meaning each surgery can do what they want. There isn’t consistency across the borough. At his GP, all enquiries now have to go through online, which excludes people who aren’t online.  Bea – the language used on websites is unclear and there aren’t definitions for jargon. Another thing that would be helpful is to make it clear to patients what situations a same day appointment is appropriate and what the other options are outside of the GP (i.e. seeing a pharmacist or calling 111)  The council doesn’t have any say or oversight over the implementation of this  Alan, Mary and Siobhan all use different online portals (Pathways, patient access, e-consult)  Some have experienced being shouted at when going into the surgery to speak with someone face to face. Empathy and flexibility needed when tech doesn’t work or people cannot access.  Hallie and Bea have a meeting with Emma (practice manager for Park Road Surgery) to speak with her about the GP surgery view and what is within their control  There isn’t an overarching body that we can speak with to, so our best shot is to speak with the Practice Managers and present what “good” looks like using examples that are already working in other areas. We need to also make it clear that they have a duty to provide access to patients under the Equality Act.  We could produce a presentation or even a training session to be delivered to Practice Managers.   * Campaign Goals * Develop good practice resource/presentation/training * Work with one surgery/practice manager to implement some changes * Get in front of wider group practice managers to share * Track progress   Gareth – Would be good to know if GP practices are talking amongst themselves or if they are making decisions in isolation  We need to do some work to look at other surgeries who are doing this well  At the next meeting we need to write out realistic and achievable goals  Need to invite Emma (Park Road PM) to next meeting, along with Callum, Chloe and Jenny. Need to understand the challenges across the board and if other staff are experiencing issues around access. | Hallie and Bea to feedback at next meeting  Bea to do some research into this  Hallie to invite people to attend |
|  | **Ruils Updates**   * Housing Campaign update – report written – next steps are to have it reviewed by the collective and funders and then get in front of housing providers in the new year * Access Day at Twickenham Abellio Depot – to be rescheduled for the new year * Voter ID Certificate Campaign – see leaflets attached to email * Royal Armouries Consultation Feedback – really good session overall. They were open and seemed genuinely interested in what we had to say. Definitely worth doing. | Hallie to share with group how they can help |
|  | **Any Other Business**   * New date/time for Transport and Mobility Forums in new year   For the meeting in February, we are trying an evening meeting to attract new members who may not be able to attend day time meetings due to work. We plan to do this every other meeting.  Siobhan shared about Visit Richmond’s upcoming events and advent calendar | Details shared below |

**Upcoming Meetings - No meeting in December**

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| Thursday 25th Jan 2024 | 2:00 – 3:30 pm | Ruils Office | **Your Say Meeting** |
| Thursday 15th Feb 2024 | 2:00 – 3:30 pm | Ruils Office | **Transport and Mobility Forum** |
| Thursday 29th Feb 2024 | 5:30 – 7:00 pm | Ruils Office | **Your Say Meeting** |
| Thursday 28th Mar 2024 | 2:00 – 3:30 pm | Ruils Office | **Your Say Meeting** |
| Thursday 25th April 2024 | 5:30 – 7:00 pm | Ruils Office | **Your Say Meeting** |
| Thursday 9th May 2024 | 2:00 – 3:30 pm | Ruils Office | **Transport and Mobility Forum** |
| Thursday 30th May 2024 | 2:00 – 3:30 pm | Ruils Office | **Your Say Meeting** |