

VINE HOUSE SURGERY PPG

MEETING 11th May 2021

Present: Kenneth Bryan (Patient), Ruth Bryan (Patient), Moira Chambers (Patient), Raymond Wootten (Patient) Mandy Peberdy (Practice Manager) Sasha McIntosh (FCP)

Appologies: Christine Woolley (Patient), Eric Woolley (Patient) George Colson (Patient), Judith Monro (Patient), Elizabeth Woolley (Patient) Sharla Gates (Patient) Sue Redmile (Patient)

Raymond Wootten Chair seconded by Moira Chambers chaired the meeting.

Moira Chambers appointed as Vice Chair - seconded by Raymond Wootten

Mandy Peberdy recorded the minutes.

Ray introduced himself to the group and gave a brief description of his background and personal history. He then welcomed the group to the teams meeting.

We discussed the minutes from the previous meeting- No issues with the previous minutes.

Latest news from the practice – Sasha explained to the group that the surgery has had particularly high demand recently on Askmygp this appears to be a problem locally and nationally. There are various proposals within the CCG at ways to address some of these issues and support Primary care and workload. She told the group that we have recently started to turn the system off at 6.30pm and resume a service at 7am in-line with other surgeries and working hours. Sasha explained to the group that the surgery has been open throughout the covid lockdown our nursing team have continued to do vaccinations, cytology and other routine treatment room procedures in a covid safe way. Our clinicians have also seen face to face patients where clinically appropriate and necessary throughout the lockdown. Other ways for patients to contact a clinician or the surgery, include telephone, video and email consultations.

Ray asked for the minutes of the PPG to be added to the practice website.

Ray asked what percentage of patients used Askmygp, Sasha explained that ALL patients were put through on the system and if patient's do not have access to the internet the reception staff will assist and put the details of the request on their behalf. All nursing appointments are still made by the receptionist.

Ray asked if a patient shared the same email address how could they use Askmygp? Sasha explained by using the proxy button within Askmygp patients could add family members.

Ruth Bryant asked if Moy park are still running clinics? Sasha explained that patients are still attending appointments but the majority of outpatient clinics are now operational within the hospital and medical wards are due to re open on the 1st June 2021.

Ruth Bryan asked if all blood tests were tested at Grantham Hospital? Sasha explained the majority of tests were carried out by ULHT trust but specialist blood requests may be sent to other Trust for testing.

Vaccination update – Sasha explained to the group that we have vaccinated all our invited patients 40 and above. The majority of future vaccines will be the Pfizer vaccine locally apart from second vaccines.

Guest speaker – Moira Chambers said she would organise this for the group and it was decided the speaker would be for 10 minutes maximum.

Any other business – Moira Chambers asked on behalf of George Colson and herself regarding the telephone system having problems being in the queue system. Sasha explained to the group that invariably our telephones are frequently extremely busy and the reception staff are answering them as quickly as they can. People are encouraged to request prescriptions on line and also use AskmyGp where ever possible to alleviate this pressure.

Next meeting agreed 6th July 2021 at 12.00pm via teams.