# VINE HOUSE SURGERY PPG

# MEETING 23rd June 2022

# Present: Mandy Peberdy (Practice Manager) Sasha McIntosh (Nurse Practitioner) Christine Woolley (patient) Eric Woolley (patient) Ruth Bryan (patient) Ken Bryan (patient) Juanita Scott (patient)

Via Teams: Rob Dixon (patient)

# Apologies: Peter Townsend (patient) Sharla Gates (patient)

Mandy Peberdy recorded the minutes.

Sasha gave apologies for the above members that were unable to attend.

Sasha explained to the group the intension of the PPG – she explained that eventually the group should arrange and the run the meetings at a convenient time to suit them, but at there request a clinician or administrator from the surgery would attend.

Sasha explained that the PPG was not a meeting for complaints or clinical issues. She advised the group it should be a positive overview of the surgery and encourage new ideas of how we can improve services.

Sasha updated the group on members of the surgery team :- Dr Baker, Dr Jurgita, Dr Joel, Dr Mucherla, Dr VanBiljon, Claire Nicholls nurse practitioner Liz Reader care co-ordinator

Mandy explained that Carol left in December and has been replaced with Janine.

It was decided by the group that meeting would be held face to face rather than via teams.

Sasha asked the group to consider appointing a Chair Person and Secretary to represent the group.

Mrs Woolley highlighted that there was a problem with our telephone system apparently you are placed in a que and when you get to caller 1 the line cuts off Rob Dixon all so confirmed this has happened to him – Mandy to contact EBT telephones supplier

Sasha told the group about the enhanced service questionnaire that was available for completion via our website she encouraged the group to complete the questionnaire.

Finally Sasha encouraged the group to email her with any ideas for the agenda of the next meeting.

Next Meeting as agreed by the group 20th July 2022 at 3.30pm