

Vine House Surgery PPG

Face to face meeting Thursday 30th November 2022

Present - Sasha McIntosh (ANP), Sara Fell (Student Nurse), Rob Dixon (Patient), Kenneth Bryan (patient), Ruth Bryan (patient), Liz Woolley (Patient), Juanita Scott (Patient), Lawrence Shilcock (Patient)

Apologies - Christine Widdowson (Patient), Lynn Robinson (Patient), Eric Woolley (Patient), Christine Woolley (Patient), Helen Graves (Care co-ordinator clinical support), Peter Townsend (Patient).

Sasha McIntosh Chaired and recorded minutes for the meeting.

Introductions to new members. Peter Townsend has requested to be removed from the PPG due to a reduction in commitments.

Minutes from previous meeting approved by Rob Dixon and Kenneth & Ruth Bryan

Discussed wanting to appoint a Chair and secretary. None of the members have capacity to take on this role at present.

Apologies given to the group by Sasha McIntosh on previous emails BCC has not been applied and this may raise concerns for some. Sasha explained that she does lack some of the administrative skills required but will ensure this is done in future.

Concerns raised about long delays when trying to call the surgery. Several members state that on occasions you are given a number in the queue system and then get cut off before you get to speak to a member of the reception team.

Sasha will discuss with MP Practice Manager

Juanita Scott raised concerns about being requested to give personal details at the reception area and how this would be difficult when trying to maintain confidentiality. She had experienced this first-hand in a hospital setting.

Discussed self-check in that is available again in the reception area.

Sasha explained that it would not be common practise for someone to have to give personal details over to the reception team but where required patients are able to request a quiet area if they wish.

Members discussed frustrations when AskmyGp is switched off early and they are unable to arrange an appointment. Sasha explained that due to high demand AskmyGp has been switched off earlier than we would like more recently but this is due to demand and capacity issues. Sasha explained that urgent problems continue to be dealt with up until 18.30hrs. Increased demand for Primary care service is not only a local problem but also a National one.

Patients reminded that they could book into the Hub for routine appointments. These are provided at St. Peters Hill Surgery and are available to all.

Staff changes – Helen Graves Car co-ordinator clinical support has joined us fulltime and supports Liz day to day in her role looking after patients who are predominantly housebound, elderly or disabled.

Sam Cheffins – Musculoskeletal Practitioner has been off on paternity leave.

Harry McIntosh – new member of reception team in the evenings.

Juanita Scott raised the importance of the PPG being proactive and how this can evolve with new members. She highlighted that ideally, we should have a Chair.

Christine Widdowson – new member sent an email thanking the surgery for a great service and early diagnosis. Happy that she has experienced how you are offered an appointment on the same day and happy with the prompt service provided.

Members agreed that it would be worth considering a trial of an online meeting again for the next scheduled meet to see if this might generate a little more interest as it may be easier for other members to attend. The general feeling was that Zoom is a better platform to use.

Sasha explained to the group that Helen Graves would be involved in the future to help facilitate the meeting and help with the administration and organising side until such time that a Chair and secretary is appointed.

Next meeting Thursday 9th February at 2pm via online platform.