

Vine House Surgery PPG

PPG Meeting 9th February 2023 2pm at B Hive community hub

Present

Sasha McIntosh Vine Street Surgery ANP, (Chair)
Helen Graves Neighbourhood Care coordinator at Vine Street surgery (Minute taker)
Christine Widdowson (patient)
Maureen and Len Ryland (Patients)
Lawrence Shilcock (Patient)
Helen Ambrose (Patient)
Lynn Robinson (patient)
Liz Woolley (patient)

Apologies

Rob Dixon
Christina and Eric Woolley

Previous Actions

- Concerns raised when contacting the surgery of long delays and disconnection before speaking to someone on reception
- Delegation of a chair and secretary for the group
- Concerns raised about requests to give personal information on arrival at reception areas
- Emails to be sent by BCC to adhere to confidentiality laws.

Practice manager has contacted the Phone company, they have been unable to find why this is happening at present. Ask my GP is in use to help alleviate any phone line queues.

No interest at present

Discussed use of self-check in screens or writing confidential details down as an option.

Helen Graves aware to do this for future group emails

Agenda

Sasha updated the group regarding confidentiality in group meetings, she will arrange for confidentiality forms to be brought for signing by new members at the next meeting.

Discussion had around how the PPG group can progress going forwards and how it will be led by all members, suggested possible fund raising for the benefit of patients at the surgery. Helen Graves will approach a local surgery for information on how they run their group and feedback at the next meeting.

Maureen Ryland and Helen Ambrose have volunteered to start a PPG noticeboard in the surgery and update it with local events and information. Sasha has requested that all information on the board needs to be laminated due to infection control. The surgery is happy to support with laminating.

All members of the group gave feedback on the ask my GP service (AMGP) stating that it is a success and easy to use, the service appears to be working well and on some days reduction in demand has enabled AMGP to stay open for longer. Sasha explained that when demand is high AMGP is stopped due to capacity levels of the team however emergency appointments are still available.

Hub appointments - these are available at St Peters hill surgery from 6.30am till 8.00am Mon – Fri and 10am till 1pm on Sat, these are not emergency appointments and can be booked via the surgery.

Staff update - Sam Cheffins Musculoskeletal Practitioner has now returned to the surgery following paternity leave.

Liz Woolley informed the group about the Bereavement café at St Barnabas Wellbeing centre, 86 Barrowby Road Grantham NG31 8AF, which is held every Thursday morning from 10am till 12pm. No booking is required, everyone is friendly, and people can just drop in, have a drink and a chat.

All members agreed that future PPG Meetings are better held on a Thursday afternoon at the B Hive community hub and on zoom.

Next meeting planned for 27th April at 2pm zoom invites to be sent out.