**VINE HOUSE SURGERY NEWSLETTER**

**JULY 2023**

**OUR CLINICAL TEAM**

Dr Baker (3 days a week)

Dr Mucherla (4 days a week)

Dr Jurgita (4 days a week)

Dr Ivonnet (4 days a week)

Dr VanBiljon (3 days a week)

Sasha McIntosh – Nurse Practitioner (4 days a week)

Claire Nicholls – Nurse Practitioner (4 days a week)

Elizabeth Reader – Care Co-Ordinator (5 days a week)

**STAFF**

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Dr Van Biljon GP Partner is now working 3 days per week

Dr Ivonnet International GP is now working 4 days per week

Dr Baker GP Partner is now working 3 days per week

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**ORDERING MEDICATION VIA AskMyGp**

We will no longer be processing orders for acute or repeat prescriptions requests via askmygp.

We will be using the service only for queries relating to advice from a Nurse Practitioner or GP.

Please use SystmOne online to order your medication going forward if you have access to this. If you need to be granted access to this service please contact reception and they will be able to arrange this for you.

If you have any queries please call Reception on 01476 576851 and we will be happy to help.

**NHS 111**

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Think you need medical help right now? NHS 111 is available online, as well as over the phone! NHS 111 is much more than a helpline – if you’re worried about an urgent medical concern, call 111or visit 111.nhs.uk

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**PATIENT PARTICIPATION GROUP (PPG)**

**About the Patient Participation Group (PPG)**

From April 2016, it has been a contractual requirement for all English GP practices to form a Patient Participation Group (**PPG**).

We are a group of patients registered with Vine House Surgery who mostly have no medical training but have an interest in the services provided.

We provide an opportunity for patients to get more involved in the practice and influence the way services are provided.

All of the work is done on a voluntary basis, and we are a non-profit organisation.

**Our Mission**

The mission of the PPG is to develop an apolitical, positive, and constructive relationship between the patients, the Practice, and the community it serves, ensuring the Practice remains accountable and responsive to all its patients' needs.

Our group key roles are:

1. Create and improve two-way communication between the patients, the practice, and the community it serves.
2. To bring a sense of partnership between Practice and patients but be able to constructively challenge the practice whenever necessary.
3. Provide an avenue for patients’ input in the way facilities and services are planned and executed, to add humanity to, and influence those services.
4. Provide constructive two-way feedback on patient and community needs, concerns, and interests.
5. Support the practice in good health promotion, preventative medicine, and health literacy.
6. Collect patient opinions and experiences to help the Practice to evaluate its services.

Minutes from our previous PPG meetings can be viewed on our practice website

[www.vinemedical.co.uk](http://www.vinemedical.co.uk)

**Our next PPG Meeting will be 21st September 2023 at the Beehive**

**CARE QUALITY COMMISSION (CQC)**

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We are delighted to report that following our Care Quality Commission inspection in June 2016 the practice has been awarded a **“GOOD”** rating. The full report can be seen on the website below.

**WWW.CQC.ORG.UK**