Vine House Surgery Patient Participation Group

PPG Meeting Minutes 29th June 2023

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| **Present**  Sasha Mcintosh Vine Street Surgery ANP (Chair)  Helen Graves Neighbourhood Care Coordinator, Vine Street Surgery (Minute taker)  Gemma Wright (K2 PCN)  Rob Dixon (patient)  Helen Ambrose (Patient)  Chris Woolley (patient)  Lawrence Shilcock (patient)  Liz Woolley (Patient) |
| **Apologies**  Len Ryland  Maureen Ryland  Eric Woolley  Ken and Ruth Bryan  Lynn Robinson |

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| **Previous Actions**   * Delegation of a chair and secretary for the group * Confidentiality Forms printed and completed by all PPG members * Suggestion box for patients in the surgery waiting room | Ongoing  Completed  Ongoing |

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| **Agenda**  Ken Bryan, Ruth Bryan and Lynn Robinson had resigned from the PPG, they have been valued members of the group and we would like to thank them for their contribution during the time they have been with us.  All attendees have signed the confidentiality and group guidelines form.  No issues raised regarding the Minutes from the previous meeting.  Vine house website - if the link is followed for the newsletter it takes the user to Vine house medical page in Georgia USA. Dr Baker will be made aware of this error.  Text messages received by patients for Nurse appointments appear to be working as normal.  There are Issues with cancelling of appointments at the surgery due to the length of time it takes to get through to the reception team, a suggestion was made for a link or a separate phone line for patients to use for cancelling the appointments which would then help to decrease non-attendance at the surgery. It was felt that this would not be workable and unsure if there is another way but it will be put on the agenda for discussion at the next practice meeting.  Valuable feedback received about Nursing Associate Adam stating he is” lovely and professional, always on time and makes patients feel at ease”  The reception team continue to do a wonderful job, recent support with a prescription was a positive experience and made less stressful for the patient involved.  Issue was raised around the difficult challenge around language barriers with staff and patients, especially those who are hard of hearing. Sasha reassured the group that all staff have a test to pass prior to working in health settings.  Patient explained about seeing different physiotherapists, as they had attended the Hub for an appointment, but the physio had not attended. Sasha will raise this with the team.  Website requires updating regarding staff members who are now employed at the surgery.  Helen Graves and Helen Ambrose will plan a date to start the PPG noticeboard and implement a wellbeing board for patient information and guide to local services and groups.  The Walking group idea is ongoing Gemma Wright will contact the local co-op for some advice as they support local people with setting up walking groups and offer training and guidelines. Another option discussed would be for surgery patients to join other established walking groups in the area.  Sasha Mcintosh informed the group that some simple health condition and prescription reviews may be undertaken via phone or Text, but patients will continue to be invited into the surgery to have a consultation with either the pharmacist or Nurse.  Liz Wooley informed the group that the St Barnabas hospice and wellbeing hub on Barrowby Road will be reopening now that the renovations are complete. The groups will recommence as previously advertised.  The PPG would like Dr Baker to send out a block text inviting patients to join the group, Helen Ambrose advised that the patients association offers advice and guidance on developing the PPG which can find on the website.  A question was asked where the nearest Defibrillator can be found in relation to the surgery. Below is a list of the ones which are currently managed by SKDC.   * Council Offices, St Peter's Hill, Grantham NG31 6PZ * Mowbeck House, Mowbeck Way, Off Alexandra Road, Grantham NG31 7AH * Guildhall Arts Centre, St Peter's Hill, Grantham NG31 6PY * Conduit Lane toilets, Conduit Lane, Grantham NG31 6PB * Dysart Park, Bridge End Road, Grantham NG31 6JH * Adjacent to New Beacon Road shops, Grantham NG31 9LJ * Witham Place complex, off Bridge End Road, Grantham NG31 6JX * Riverside complex, Welham Street, Grantham, NG316QS * South Kesteven District Council public realm area, ST Peter's Hill, Grantham, NG31 6PZ * Thames Road Community Centre, Trent Road, Grantham NG31 7SR * Great Northern Court, Grantham, NG31 6LN * Kitty Briggs Lane outside Walton Academy   Others are available in business premises but these, are all available to the public 24/7.  **Next Meeting Arranged**  Thursday September 21st at 14.00pm  At The BHive community Hub, Finkin Street, Grantham NG31 6QZ |