

Vine House Surgery Patient Participation Group

PPG Meeting Minutes for Thursday 21st September 2023

Present

Sasha McIntosh Vine Street Surgery ANP (Chair)
Helen Graves Neighbourhood care coordinator Vine Street Surgery (Minute Taker)
Helen Ambrose (patient)
Liz Woolley (Patient)

Apologies

Maureen Ryland
Len Ryland

Previous Actions

- Could a separate link or phone be in place for patients to cancel appointments to help decrease the non-attendance of appointments.
- Issue raised regarding physiotherapist's not attending planned appointments at the Hub.
- PPG Noticeboard to be implemented in the waiting room.
- Walking group for surgery patients

This has been discussed but it is not currently viable as an option, but the surgery will continue to review this issue.

Sasha explained that due to staffing issues appointments are often cancelled but patients should be informed of the cancellation by the Hub.

Completed

Ongoing

Agenda

- Helen Ambrose advised that Systemonline for medication needs amending in the newsletter from systemone online. HG will inform the practice manager of the request.
- Sasha Macintosh updated that as part of the surgeries wider team we have Pharmacists and pharmacy technicians attached to the surgery who are responsible for patient medication reviews either face to face or on the telephone.
- Discussion had around patients who are unable to access ask my GP to book appointments, Sasha advised that appointments can be made at the surgery over the telephone if needed. Ask my GP still remains the first point of access for the majority of patients.
- Redecorating has been arranged for Waiting room One, this will commence the weekend of the 30th September 2023
- Liz Woolley updated that the drop in coffee morning at St Barnabas Wellbeing centre on a Thursday morning has now been extended to a Thursday afternoon from 2pm to 3.30pm a poster will be put up in the waiting room to inform patients.
- Question was asked around the Referral process checking, If in Lincolnshire Patients can call the Admissions team on 01522 512512 or contact the consultants secretary for further information. The surgery is unable to speed up the referral but can check that the referral has been sent if required.
- Helen has spoken to Gemma Wright from the neighbourhood team who has sourced some free training for anyone wishing to set up a walking group. Helen has invited her to the next PPG meeting to update and discuss this further with the group.

Correct link to the surgery website is : <https://www.vinemedical.co.uk>

Next PPG meeting to take place:

Thursday 23rd November 2023 2.00pm

At The Bhive community Hub, Finkin Street, Grantham