

Vine House Surgery Patient Participation Group  
Thursday 1<sup>st</sup> February 2.00pm at The Bhive Community Hub

PPG Meeting Minutes

**Present**

Sasha McIntosh - Vine Street Surgery ANP (Chair)  
Helen Graves -Neighbourhood Care Coordinator Vine Street Surgery  
(Minute taker)  
Christine Widdowson (Patient)  
Robert Dixon (Patient)  
Liz Woolley (Patient)  
Maureen Ryland (Patient)  
Len Ryland (Patient)  
Juanita Scott (Patient)  
Gemma Wright (Personalised Care Lead )  
Stephen Frankland (social prescriber)

**Apologies**

Helen Ambrose  
Kevin Jones  
Jenni Cussell

**Previous Actions**

- Walking Group
- Patient/disabled toilet

Completed

Has been discussed at practice meeting and felt it would be difficult to adapt due to the building structure and low ceiling

## Agenda

Liz Woolley informed the group that attendance at The St Barnabas wellbeing centre has increased and wanted to Thank Social prescriber Yoranta Mapiki who attended the last PPG meeting for supporting people to attend and raising awareness of the groups.

Rob Dixon updated that the The BHive community hub has been registered with the Warm Welcome space, which aims to support organisations to open their doors and provide a warm welcome for those struggling to heat their homes this winter all organisations which have joined will have on display the following sign.



Other Registered Warm spaces within the Grantham area are:

Grantham Library, in the Isaac Newton Shopping Centre, Grantham. Open 9am-5pm Monday, Tuesday, Wednesday and Friday, 9am-6pm Thursday and 9am-4pm Saturday.

\* Christchurch, in Finkin Street, Grantham. No opening times provided.

\* St John's Spitalgate Church hall, in Station Road East, Grantham. Open 9am-5pm Tuesday-Saturday.

\* Swingbridge Children's Centre, in Trent Road, Grantham. Open 9am-5pm Monday-Thursday and 9am-4.30pm Friday.

\* Church of the Ascension, in Edinburgh Road, Grantham. Open 10am-noon Monday-Tuesday.

\* Colsterworth Methodist Church, in Back Lane, Colsterworth. Open 3pm-5pm fortnightly on Tuesdays (from November 8).

Gemma Wright explained that she will support the surgery with the walking group and has asked for volunteers from the PPG to become walk leaders, once the group has become established, PPG members will then run the walking group themselves.

It was agreed that the first walking group will take place on Wednesday 13<sup>th</sup> March at 10.00am till 11.00am. The meeting place will be at the side of Vine House surgery. Walks will initially take place every second

Wednesday of the month, in the future this could be increased to weekly if there is a demand or attendance is high. Gemma will arrange for some posters to be designed so that they can be put up in the waiting room.

Sasha Macintosh updated that the surgery wants to provide a good service and have listened to patients concerns around the askmygp service. As a result, the service is currently undergoing change, patients will notice that when they access the service they now have different questions to answer, this is because the service is becoming more streamlined so that the clinicians can deal with acute requests on that day and any non-urgent requests can be actioned within three days. The surgery asks that patients have some understanding and patience that there will be some issues at first as the reception team are also currently learning how to navigate the new way and whilst this is taking place some patients may have to wait. Please be reassured that in the future this should reduce the demand, enabling the askmygp service to be left on for longer which will then reduce the capacity of requests and will make it easier to access the service.

From next week the service will be on for half an hour longer than normal.

Helen Graves would like to make patients aware that there has been an increase in unused and over ordering of medication resulting in huge costs and wastage of medication, most of the medication recovered is still in date and in unopened boxes. Helen will use the notice boards in the surgery to highlight this. Rob Dixon suggested using some of the unused space on the prescription forms to add a message asking people to think if the medicine is needed before they order. Sasha and Helen will raise this idea at the next practice meeting.

Liz Woolley has asked if the covid messages can be removed from the telephone answering service as they are timely to listen to and feels patients would prefer to just have the call waiting number information only. Sasha and Helen will raise this at the next practice meeting.

## **NEXT PPG MEETING :**

Thursday 11<sup>th</sup> April 2pm at The Bhive Community Hub