

Vine House Surgery Patient Participation Group  
PPG Meeting Minutes Thursday 3<sup>rd</sup> October 2024

**Present**

Sasha McIntosh-Vine Street Surgery (Chair)  
Helen Graves – Vine Street Surgery (minute taker)  
Liz Woolley – Patient  
Helen Ambrose – Patient  
Juanita Scott – patient  
Andy Cox – Patient  
Tony Charles - Patient

**Apologies**

Eric Woolley  
Chris Woolley  
Kevin Jones  
Christine Widdowson

**Previous completed Actions**

- Clocks have been placed in the waiting rooms.
- New notice boards have been fitted, plan is for six more to be put up in the next few months.
- Nurse's continue to check to see if patients have arrived in the waiting room first before marking them as not having attended their appointment.

## Agenda

Sasha updated that the doors into the surgery must be open so that patients who use wheelchairs are able to access the building. The surgery is unable to alter the structure of the doors due to building constraints.

Feedback forms are currently in progress and will be shown to the group to approve before printing.

The online askmyGP and the new telephone service continues to be working well. Helen Ambrose updated about an issue on the surgery website around when trying to access the test results service it advises to call only and does not show any results.

Flu clinics have taken place and were successfully attended by patients, the surgery will continue to support any patients who require their flu and covid vaccinations and advise that they are offering a walk in or bookable appointments to suit. Liz Woolley asked for advice and guidance on having the flu and covid jabs at the same time, Sasha McIntosh advised that there is no evidence that this will cause any harm.

The wellbeing walk has been successful over the spring and summer months, attendance has recently reduced with only one or two patients attending, it has been decided that the wellbeing walks will be cancelled until spring next year, patients are free to attend other walks happening in the area if they choose and HG will put details of other walking groups up on the health and wellbeing notice board.

The group advised that it may be beneficial for posters to be placed in the front windows to inform patients of any current health promotions such as flu vaccinations.

Juinita has kindly offered to spend a morning in the surgery promoting support available for carers at the surgery and ensuring that they are registered for support whilst caring for their loved ones. HG will support with this.

Helen Ambrose and Andy Cox have started plans for the PPG notice board in the surgery.

No other issues discussed at today's meeting.

**Next planned PPG Meeting: January 9<sup>th</sup> 2025 2pm at The BHive Hub**