

Vine House Surgery Patient Participation Group

PPG Meeting Minutes 11th December 2025

Present

Helen Graves – Vine Street surgery (chair)

Juanita Scott – patient

Liz Woolley - patient

Sylvia Masters-West

David Laight – patient

Tina Chapman – Vine Street surgery (minutes)

Michelle Brown-Vine Street surgery

Apologies

Christine Widdowson- patient

Jenni Cussell- Patient

Maureen Ryland - patient

Sasha McIntosh-Vine Street Surgery

Christine & Eric Woolley patients

Helen Ambrose – patient

Previous Actions

- Nomination of Chairperson and secretary for the group - **Ongoing**

Agenda

- Previous minutes read and everyone happy.
- Chairperson and secretary nomination discussed, members said they would still like Sasha and Helen to attend, it was agreed that a chairperson and secretary would be chosen by members in the new year.
- Members have asked if it is possible to have chair raisers on one of the chairs in waiting room 1.
- Discussed communication between hospital and surgery staff, this is an ongoing issue, all efforts are made by staff to try and improve this with hospital teams. Members are also worried about recent admin staff losses at the hospital and fear that this will affect patient care and make appointment queries very difficult.
- Members struggle with some of the medical wording on letters and there is confusion on advice given by the hospital, if a patient requires a referral to the hospital physio, the hospital request the GP to refer. Vine street surgery advises that if the hospital has requested a patient to see the physio at the hospital, then the hospital needs to make the referral as the surgery will not do this for them.
- Social prescriber posters are placed on the noticeboards with contact details for Jo Kelly on them, patients can self refer or ask their health professional to make the referral.
- Chairs requested to be moved away from the noticeboards as it is difficult for patients to get close to read them.
- Homelessness in the town discussed and members asked what services are available to support. SKDC Tel: 01476 59 00 44 is the main contact point for anyone who is at risk or has become homeless.
- Walking group – numbers remain low, members advised changing the time from morning to afternoon and to start the walk from Wyndham Park, HG will arrange for new posters to be made. Walks to restart in May 2026.
- Discussed medication packs for ease of use which are dispensed by Newton Pharmacy, HG will bring sample packs in to show members at the next meeting.
- D.L had an unknown text asking him to contact ASC but was not aware of any referral. HG explained that all patients are asked for consent should they need a referral to any services and it will be documented on their medical notes. If patients are in any doubt, they should seek advice from the surgery for confirmation and reassurance before responding to any messages about referrals made.

Next Meeting : Thursday March 19th 14.00pm at The Bhive Hub