

Vine Surgery Patient Participation Group

Notes from Meeting – Thursday 17th April 2025 @ 12.30 pm

SM thanked the members who attended today's meeting and wished them all a Happy Easter.

Updates from previous meeting:

Facebook presence update – Now over 300 followers. Last report indicated that some posts had received 1,000's of views.

GPC/BMA Action for GPs – this is had stopped following the announcement of the new GP Contract.

Vaccines – there are still RSV and Shingles vaccines available for eligible patients. One attendee raised an issue with the current criteria for Covid vaccinations. SM checked the criteria following the meeting:

You can get a COVID-19 vaccine if you:

- are aged 75 or over (including those who will be 75 by 17 June 2025)
- are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment
- live in a care home for older adults

Group Sessions – SM advised that the next session was being held on the 30th April. Dr Trotter would be presenting Healthy Body, Healthy Heart. Invites had been sent to patients who had been newly diagnosed with hypertension (high blood pressure) in the last 12 months. Booking was via the surgery and PPG members were invited. SM had explored the possibility of recording the presentations, however, there were questions about patient consent to be filmed. SM would continue to investigate this and report back at a future meeting.

Diabetic/QOF review (annual chronic disease reviews). SM has spoken with the recall/nursing team to see if the scheduling could be improved.

Current Topics

Rapid Health

SM advised that the system had been running since 1st April 2025. It was switched on at midnight on the 31st March and had remained active until 4pm on Friday 4th April. Each day all the queries had been processed, and many patients had been able to book their own appointments up to 2-3 weeks in advance. In the first week, 68% of patients were self-booking. This had dropped to below 50% this week and the practice were reviewing the statistics to see how the communications to patients could be improved to encourage self-booking. SM confirmed that patients calling in by phone or at the desk would still be completing the same questions as the online system.

There is currently no capacity for free text in the Rapidhealth system.

The practice were expecting their first reports from RapidHealth to be available at the start of May would be sharing these with the PPG.

SM described a few patient experiences and confirmed that the practice was collecting this information and meeting regularly with the developers to discuss improvements and develop more efficient pathways. SM welcomed any feedback.

Any Other Business

Bereavement Support Groups One of the attendees mentioned a potential new support group being set up and there was a discussion about the various groups available in the area and ensuring that these were all linking with each other to prevent duplication.

Attendance Forms Another member discussed helping people to complete these forms (up to 35 pages). There was a discussion about the availability of CAB and one attendee was keen to hear of any feedback about the quality of the current service provision. After the meeting SM located the following information:

CAB - Street Self Service Access Point

Address

6 Crispin Centre
Street
BA16 0HP

Visiting us in person

Check if you need to book an appointment

You can drop in to our office to speak to someone.

If you would like to pre-book an appointment, contact us to see if this is an option.

Accessibility

You should contact the office for information about their accessibility options.

More information about our service

Self Service Access Point (unstaffed).

Located in Street Crispin Centre.

Offers:

A self service kiosk for sending email queries or callback requests.

A dedicated free phone for calling Adviceline.

You can also contact us by email or phone. See

<https://www.citizensadvicemendip.org.uk/contact.html>

Street and Walton Men's Shed – Updated information was provided for the Men's Shed which is currently closed to have a driveway re-laid.

Hempitts Farm, Walton, BA16 9QS

Open Monday 9 – 12.30

Tuesday 9 – 4.30

Thursday 9 – 4.30

Tele: 01458 443940

Web: <https://streetwaltonmensshed.wixsite.com/street-walton-shed>

Dates for future meetings – all at 12.30pm:

Wednesday 18th June – Focus on Carers

Thursday 21st August

Wednesday 15th October

Thursday 11th December

Topics for future meetings:

Care of the Elderly

HUB/Primary Care Network Roles and how they work with practices