

**VMC Patient Participation Group Committee Meeting
held on Tuesday 1 October 2024 in the upstairs meeting room**

DRAFT MINUTES

Mary Orr (in the chair), Dr Susan Rankine, Frances Connolly, Jim Curran, Mary Luisa Hartley, Tessa Jelen, Rosemary Robinson. Apologies for absence: Rosamund Durnford-Slater, Aziz Pandor

1. Report from the Practice

Staff movements Susan reported that Dr Lynn Chukuezi will be leaving in mid November. New arrivals include Dr Chakarova, Dr Pucek, Dr Victoria Taylor (GP registrar), Maria Lazar on reception (?) and 2 new admin staff Harom and Miad. No change in the nursing staff.

Update on services

1. Minor Surgery sessions have been doubled.
2. The Diabetic Clinic has been extended from a half day to all day every other Friday.
3. There is now a new Thursday clinic for the over-70s by invitation, run by Dr Thaxter.
4. There is now a new mental health clinic run by Dr Pucek.
5. A new, large, interactive screen has been ordered for the Group Room.

It was noted that the VMC website is not being renewed as previously announced, instead the present website is being improved.

Concerning the proposal from TJ of having group appointments it was noted that Dr Pucek is holding free Saturday morning sessions on How to Navigate Midlife Transitions for Better Health on 19 Oct, 16 Nov and 14 Dec. Details are on the notice boards and will be mentioned in the next PPG news.

Update on the telephone system The new system has been in use for 2 months and is much better than the previous one. All calls are now recorded and no-one should be cut off after a long wait. It was noted that if a patient complains about the service we will be able to track their experience. There were some positive reactions from recent experiences, especially the new 'request a call-back' option.

Update on the notice boards Two new noticeboards are now installed in reception, one giving information about VMC with a letter box, the other promoting 'Pharmacy First'.

Patient Survey update The survey will be extended until we have a minimum of 1,000 responses and will be analysed by the practice before a report is issued on the results.

Seasonal Vaccinations There will be free, pre-bookable walk-in clinics for Covid, Flu and RSV vaccinations at VMC every Thursday afternoon during October from 3.00 – 6.00.

Care Co-ordinator Rosamund sent a note to say how pleased they were to receive a 15 minute call from VMC's care co-ordinator to check on their health and well-being.

1. Report from the PPG

PPG Notice board It was noted that Open Age have not updated their autumn sessions at VMC. MO will send Teeo a poster of the latest autumn sessions at VMC.

VMC Website updates It was noted that the PPG website has not been updated since 2023. MO to follow up with Teeo.

VMC/PPG Newsletter We have only sent out one newsletter this year. It was agreed to send a WHAT'S NEW AT VMC newsletter in October.

Next PPG event It was agreed to hold the next event in January on the topic of UROLOGY including bladder and bowel problems, prostate, incontinence etc.

AOB MO offered free tickets to a classical music recital to anyone on the VMC team.

Date of next meeting. A meeting on a Tuesday in December was proposed. MO to circulate options.
END