

Approved Minutes of the VSG PPG Zoom Meeting held on

12 April 2022 at 6.30pm

Present: Denise Chilton (Chair), Mags Roseblade (Vice Chair), Terri (Secretary), Trevor Ferrigno, Esther Sadler-Williams, Clare Marsh (from 7pm), Ian Cameron, Jan Fereday-Smith, Gill Jones, David Williams, Anne Dawson, Nikki Roseblade, Peter Overmeer, Janet Foster

Apologies: Ian Waddington, Suzy Leaman, John Proudlove, Helen Whittle, Wendy Bell

1. Welcome:

Denise welcomed everyone to the meeting and on behalf of the VSG/PPG offered Ian Waddington our sincere condolences following the death of his wife. Our good wishes to Ian and to all of his family at this difficult time.

2. Approval of Minutes of 15 March and Matters Arising:

The Minutes were approved. Two matters arising: 1. Trevor confirmed that staff at the Farndon Surgery had been reminded of the protocols regarding the parking of staff cars, thereby relinquishing adequate space for patients and 2. Update on Tattenhall 'Happy to Chat' bench – Trevor advised that this is likely to be in place by the end of April and following the Easter break.

3. Wildflower Garden/Transition Tattenhall:

Esther reported on her meeting with Nick Benefield of Transition Tattenhall (TT). For those who do not live in Tattenhall, TT is a newly formed group, the focus of whom is 'Community Resilience'. The group (amongst other things) is working to support mindfulness in the village with sessions run by Janet Dutton (to start on 26 April using St Alban's Church space) and wishes to support and develop links with the PPG and our Social Prescribers. Esther to provide links with Claire Lockerbie et al. Trevor complimentary regarding this initiative.

In Ian W's absence, Esther reported on the update regarding the Mini Meadow at the Tattenhall Surgery which is now seeded/planted (and with more plants to come) – it is likely that the meadow will be part of TT's Mini Meadow Walk, planned for 26 June.

Esther then read Ian W's notes which had been forwarded to the group for inclusion at our April meeting – copied below.

Ian W notes ...

The day before our last meeting, the Transition Tattenhall "Mini Meadows" Group had announced their existence with a post on Facebook and I signed up for their first Zoom meeting, which was held the following week.

Their "Steering Group" includes some extremely knowledgeable people and they were very supportive of our PPG project. A few days later, I met Jen Benefield at the VSG Tattenhall car

park and explained our proposals. Jen gave me five wildflower plants in pots, together with a supply of wildflower seeds, which I hope to sow soon, with help from Suzy. I planted the pot plants the next day.

A lady attending the Zoom meeting, offered me a range of plants and I met up with her the following week. She gave me a number of "feverfew" plants which have a daisy type of flower and I've now planted these adjacent to the long fence. She is going to let us have more wildflower plants and will let me know when the time is right for them to be moved.

I have explained to the group that we intend to keep the grass areas mowed and that one of our key aims is for minimum maintenance. The owner of the thatched cottage passed when I was planting and I assured her that we would not grow any plants up their fence, only adjacent to it.

To promote themselves, the "Mini Meadows" Group are organising a "Mini Meadows Trail" on the 26th June for local residents to view sites around the village that have been earmarked for planting and I agreed for the PPG site to be included. I said that we expected to have the "Happy to Chat" bench installed by then and I think the most the PPG would have to do, is display a small sign explaining our proposals.

I have introduced myself to Don, the VSG gardener. He is enthusiastic about what we are doing and I explained that we don't want to do anything that will inconvenience him. He is very prepared to work around our planting and adjust his mowing areas depending on what is in flower etc. and he will remove any garden waste we leave behind.

At the Zoom meeting, I mentioned the "Blue Heart Campaign", but they didn't seem to know much about it, so maybe this is one for future discussion.

I feel that a good start has been made and we still have Suzy's bluebells to look forward to when the time is right for transplanting.

4. Rural Alliance Update:

Mags was thanked for attendance (at short notice) and reported on the Cheshire West PPG Chairs network meeting held on 29 March 2022 at Vicars Cross Golf Club. Meetings post Covid were discussed i.e. ZOOM/TEAMS/Remote Working/COVID secure protocols. It was felt that the meeting did not best achieve its Agenda remit regarding 'communications' (note: Mags had taken a copy of our PPG Newsletter as an exemplar of best practice and our commitment to ongoing training and this in addition to monthly ZOOM mtgs held by our PPG throughout COVID).

5. Updates from the Practice:

Nikki reported the following:

Flu vaccines complete – VSG over-achieved on all targets (Congratulations extended to the team).

Covid Booster – drop-ins have been arranged at local venues (e.g. Barbour Institute). Brendan (Pharmacist Tattenhall) has removed himself from the National Booking System and can offer local appointments. Housebound patients will be contacted separately.

Trevor reported the following:

5 complaints received regarding annual reviews/patient consent and permission to discuss family members/on-line orders for medication/patient anxieties/vitamin deficiencies. It was considered whether an aide-mémoire was required to remind and better inform/signpost our patients.

2 additional Social Prescribers have been appointed which is not only excellent but welcome news for the PCN (Primary Care Network).

Nicola Gibson (Practice Nurse) to start at the Practice on 9 May.

Dr. Siddorn update – it is hoped that Dr Siddorn will resume work in June – our very best wishes to her.

Our first Ukrainian Refugee (a pregnant woman and her young daughter) expected shortly. Reported that both Dragon Hall and Carriages to be used to house refugees in the first instance.

For information, Trevor reported that in the last month 4039 phone calls were made by the VSG. A break-down on the duration of calls revealed that the longest call was 49 minutes. It was felt that it should be noted that 264 hours were spent on the phone to patients in March (this figure refers to outgoing calls only).

The 'switch on' which we have extensively reported on previously (NHS Digital v EMIS) further delayed – possibly until July.

Our success rate regarding online Patient Access reported for the >16 year olds and <75 year olds – excellent news.

Funding provided for full time Dementia Practitioner. Stephanie (Steph) Brown-Stewart with 12 years' experience undertaking induction. Good news story. She will work throughout the rural practices and, together with our Social Prescriber/Well-Being Co-ordinator, provides excellent support for our VSG. Her work will involve seeing patients/reviewing progress/providing family support etc.

Discussion took place on differing roles/challenges/self-referral pathways e.g. Physio First/Specialist Eye Teams. It was again raised that an aide-mémoire might be required to remind and better inform and direct our patients to available services etc (acknowledged some cross over with Newsletter).

6. Newsletter (*Clare joined the meeting at 7pm and Agenda items adjusted accordingly*).

Clare reported on the upcoming Newsletter and the content as usual was hugely varied, topical and informative – congratulations to Clare. There was discussion about UTIs (Urinary Tract Infections). It was confirmed that both the Tattenhall and Waverton pharmacies prescribe anti-biotics. It was agreed that Esther contact the Pharmacist at Farndon to better understand his long-term plans for the Farndon Pharmacy and whether he intends to deal with UTIs in line with Tattenhall and Waverton.

7. Self-Referral Pathways:

Covered above (Item 5 and within upcoming Newsletter).

8. Veterans:

Consensus for the VSG becoming an accredited 'Veteran Practice' following the recent communications with Andrew Cave. His email copied below:

As a veteran I believe very strongly indeed that more GP practices in Cheshire should consider becoming veteran friendly and would like to ask if you might consider joining this scheme, please. This is a relatively new national scheme which is designed to improve medical care and treatment for former members of the Armed Forces which has been endorsed by NHS England and the Royal College of GP's. Practices can apply for veteran friendly status by offering extra support to ex-military personnel who may face additional challenges particularly in relation to conditions attributable to service life. I believe that this scheme is a great idea as an accredited GP practise would be better able to identify and treat veterans and refer them to specialist services such as Op Courage the Veterans Mental health and wellbeing service.

Thank you for your time and I look forward to your reply.

Agreed that someone has to take leadership on this and 'Kay Blane' on the reception team has agreed to take the lead. Trevor fully endorses this initiative and expressed that this is another example of best practice on the part of the PPG. Discussion took place on the requirements of a 'Veteran Friendly Practice' and the pathways that already exist in this respect and how we might ensure that Veterans are identified/ flagged/fast tracked/prioritised appropriately now and in the future.

9. Summer Treasure Hunt, Tattenhall – 16 July 2022:

In John P's absence, Clare agreed to process poster advertising this event.

10. Walk for David Hughes: 'Save the Date' – 10 September. Updates to follow.

11. AOB – A reminder to look at the NHS Facebook Page which has useful information.

NEXT MEETING, TUESDAY 10 MAY 2022

