

Minutes of the VSG PPG Zoom Meeting held on

10 May 2022 at 6.30pm

Present: Denise Chilton (Chair), Mags Roseblade (Vice Chair), Terri Hull (Secretary), Kate Evans (Practice Manager), Nikki Roseblade, Esther Sadler-Williams, Suzy Leaman, Ian Waddington, Gill Jones, David Williams, John Proudlove, Wendy Bell, Janet Foster

Apologies: Trevor Ferrigno, Clare Marsh, Ian Cameron, Jan Fereday-Smith, Peter Overmeer, Helen Whittle

1. Welcome and Apologies:

Denise welcomed everyone to the meeting and apologies recorded.

2. Approval of Minutes of 12 April and Matters Arising:

The Minutes were approved including minor adjustments relating to correct spelling of names/gender/pronouns of new colleagues. One matter arising 1. Esther reported that following a quick chat with Brendan, our Tattenhall Pharmacist, it is confirmed that the Farndon Pharmacist is only in attendance on Wednesdays. It is clear that he wants to be accommodating so he will be approached further regarding his long-term vision for the Farndon Pharmacy.

3. Wildflower Garden/Transition Tattenhall:

Ian W reported on the Wildflower Garden. The 'happy to chat' bench is in situ and wildflowers have been planted against fence (gardener to be advised not to strim that area). Ian expressed concern that the area is now becoming a site for signage – TT has placed a sign relating to litter on the site (as on other village gateways); building contractors are advising of building works ahead on Chester Road and, of course, the Wildflower signage is already in place. Kate to advise gardener to strim verge.

Esther reported on her meeting with Nick Benefield (TT) at which she outlined the role of our social prescribers (2 of whom were in attendance). The meeting went well and TT more in tune with their role/links. It was agreed that future meetings take place bimonthly – the next is scheduled for 27 June and will be 'face to face' (F2F). The link with TT will be Charlotte Blythin, Social Prescriber Link Worker, and it was felt that this could only bring mutual benefit.

4. Updates from the Practice

Kate Evans reported on the following:

One complaint received regarding a request for a F2F Annual Review (rather than by telephone) – no problem; sorted.

Kate outlined the changes to the Appointment Systems which will reflect pre-pandemic working (*an email of which had been circulated to everyone for*

consideration in advance of the meeting). The Practice will now offer 50% F2F and 50% Telephone Appointments – Patients will have the choice.

Accepting that demand continues to outstrip capacity, there was concern amongst some members of the PPG regarding the unavailability of appointments to speak to a GP (resulting in referral to 111 Service).

Kate reminded individuals that the 'Out of Hours Service' has been replaced by 111. Kate also advised that all GPs/Locums are in situ and that Dr Siddorn is scheduled to return in July. She confirmed that Patient Access allows forward booking of up to 2 weeks (typically 5 days is the shortest time that can reasonably be expected during the current strains on the system; a national picture and not specific to our Practice). Kate also agreed to examine the potential of holding in reserve a 'couple of appointments' daily but emphasised demand/capacity.

John raised the issue of the length of the recorded message when using a mobile – acknowledged that messaging is being reviewed.

5. Answerphone message

Mentioned above and is currently being updated – an email to this effect had been circulated previously.

6. Newsletter – Next Edition Status

In Clare's absence, 'Newsletter Updates' were reported and to include a feature re: our Midwife and our new Social Prescriber and Dementia Practitioner. An update regarding the Tattenhall Treasure Hunt was requested from John for inclusion – Treasure Hunt planned date 16 July.

7. AOB

Reported that 1100 > 75 years of age are eligible for '4th Jab' and that +800 had received it.

All going well – anecdotal evidence suggests that some patients now consider that they have had 'sufficient vaccines'

Updates will be reported on planned boosters/flu vaccines for eligible patients in due course.

NEXT MEETING 14 JUNE 2022 (by ZOOM)

Possibility of F2F for July Meeting