

Minutes of the VSG PPG Zoom Meeting held on

14 June 2022 at 6.30pm

Present: Denise Chilton (Chair), Terri Hull (Secretary), Trevor Ferrigno, Nikki Roseblade, Clare Marsh, Jan Fereday-Smith, Esther Sadler-Williams, Ian Waddington, Ian Cameron, Wendy Bell, Peter Overmeer, Janet Foster

1. Welcome and Apologies:

Denise welcomed everyone to the meeting and apologies were recorded from John Proudlove, Mags Roseblade, Suzy Leaman, Anne Dawson, David Williams and Gillian Jones.

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

The May Minutes were approved. Matters Arising: 1. Esther updated the group re: Farndon Pharmacist – Kate Evans to visit and investigate how our working relationship can develop. Noted that it is likely that a permanent Pharmacist will be appointed at that location.

3. Wildflower Garden/Transition Tattenhall:

Ian W reported on the PPG Wildflower Garden as part of the Transition Tattenhall (TT) Mini Meadow Trail (in support of biodiversity) – Trail to take place on Sunday 26 June 2.00-4.30pm. An updated sign together with the PPG logo has been created with information re: what has/is to be achieved.



Feverfew – commented upon by Ian W and more than appropriate for the Practice!

Esther confirmed the next meeting in support of collaborative working with TT and our Social Prescribers/Dementia Practitioner etc. is 27 June.

4. **Farndon Pharmacy Updates:** Noted in Matters Arising above.

5. **Updates from the Practice:**

Nicki reported on:

- **Friends and Family Test (FFT)** – a test created to help providers understand whether patients are happy with the services provided, or where improvements might be required. A quick and anonymous way to provide views after receiving NHS care or treatment. Nicki emphasised that this is a contractual obligation and that it is a simple record of scores i.e. very good/good/poor etc. It will be launched in July and advertised through the various communications platforms/texts. For further information: follow this link <https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft>
- **Covid Autumn Booster Programme** – it is likely that an Autumn Booster Programme will be offered but the Practice awaits further details re: eligibility etc.

Trevor reported on:

- **Complaints** - regarding Annual Reviews – we continue to emphasise that GPs do not undertake Annual Reviews, rather it is the role of the Practitioner Nurse (*for information and since this was raised elsewhere in the meeting: Annual Reviews for long term conditions such as heart disease, diabetes etc are a current priority and not requests for Annual Health Checks*). A further complaint was received regarding a suggested patient pathway – ultimately, that exact pathway was then pursued following interventions by the Practice, 111 and Triaging.
- **Well-being of Reception Staff queried now that F2F appointments have increased.** Abuse and entitlement issues from some of our patient footprint have been raised previously – noted that staff are either becoming more resilient or managing resilience more effectively.
- **Covid** – mask wearing no longer mandatory – purely optional.
- **Extended Hours Service** – from October 2022, PCNs will be required and responsible for providing enhanced access.
- **NHS Digital** – we have reported on this previously - ongoing delays – now scheduled for November 2022 – we continue to work with the team in developing this initiative. Trevor reported that NHS Digital, commission a range of public health surveys (noting minor exclusions because of GDPR). If any member of the PPG wishes to be involved in giving an online viewpoint, then please contact Trevor by email (*possible suggestion of David Williams*).

- **‘Veteran Friendly Practice’** – we are now accredited with Kay Blane as our nominated link. This confirmation was received too late for current newsletter but a piece will be prepared for our next issue. The ‘next step’ is to identify how many of our current patient footprint are veterans and ensure that our procedures are adapted to identify this, now and in the future. Proof of authenticity was raised since it is likely that such individuals might be flagged to receive speedier specialist care etc. Andrew Cave to be emailed to confirm.
 - **Ukraine** – 25 refugees are now registered with the Practice – 1 male adult and the remainder comprise women and children. Limited English proficiency. None has presented with ailments – the Practice is ensuring that their vaccination schedules are up-to-date.
 - **‘Possible’ GP interview/appointment** taking place.
 - **Dr Siddorn** - scheduled to return in a phased capacity in July – we wish her well noting that this is personally very difficult.
 - **Answer-phone Messaging** – updates continue (Esther leading on this) – Trevor wholly supports this development; will also be part of the remit of the Communications Sub-Group.
 - **‘Hot-Hub’** – the Hot-Hub which was established in the grounds of the Countess of Chester Hospital during the pandemic has funding for 2 further months, following which this service will stand down.
- 6. Newsletter Status/Updates** – almost ready for circulation, accepting that Clare has been on holiday. Clare reported on content of current/future newsletters.
- 7. Communications Strategy** – Sub Group to be established comprising Jan, Esther, Terri and possibly David Williams and Anne Dawson. Discussion took place centred on marketing, messaging, signposting, visibility and the inclusion of the Gifford Lea Retirement Village.
- 8. Treasure Hunt** – John was absent from the meeting. Terri agreed to contact John since he had requested that she trial the walk before publication. Clare also required content for the newsletter which Terri will pursue. Date of Treasure Hunt: 16 July (Tattenhall). Updated poster details attached (*hard copy will be placed in PPG file*):

9&10. July Meeting and AOB:

1. Terri presented her apologies in advance of the July meeting and requested someone take the Minutes in her absence.

2. The possibility of a F2F July meeting raised. It was agreed that we look to September for our first F2F meeting since a number of PPG members will be absent from the July meeting. Terri to explore availability of The Vault (Tattenhall) at a small cost (*Trevor kindly agreed to fund*).

3. August Meeting – there will be no August Meeting because of summer holiday commitments.

NEXT MEETING 12 JULY 2022

(by ZOOM- Denise to forward link in due course)