

Draft Minutes of the VSG PPG Zoom Meeting held on

12 July 2022 at 6.30pm

Present: Denise Chilton (Chair), Trevor Ferrigno, Nikki Roseblade, Clare Marsh, Esther Sadler-Williams, Peter Overmeer, John Proudlove, Mags Roseblade, Gillian Jones, Janet Foster

1. Welcome and Apologies:

Denise welcomed everyone to the meeting and apologies were recorded from Terri Hull, Jan Fereday-Smith, Anne Dawson, Ester Sadler Williams, Ian Waddington, Suzy Leaman, Wendy Bell and David Williams.

2. Approval of Minutes of 14 June 2022:

The June Minutes were approved.
Matters Arising: See below

3. Wildflower Garden/Transition Tattenhall:

Denise & Ian participated in the Mini Meadow Trail on Sunday 26 June. They sat on the bench and met other locals participating.

Ian has indicated that the long grass at the practice will need cutting in September and then hopefully the bluebells can be planted.

4. Treasure Hunt:

John reported that the treasure hunt was set up to take place on the 16th July in Tattenhall, Terri had kindly completed the route and approved it. Concern was expressed about the predicted extreme weather forecast for Saturday and possibility of providing water was discussed. Trevor offered to fund this if required. It will be advertised on social media.

Help will be needed to mark the results; Denise offered assistance with this.

Prizes were discussed and Trevor will fund what is required, an Alison Country Kitchen voucher was suggested. Nikki agreed to purchase the vouchers.

Denise requested that a huge thank you to John and Helen be recorded on behalf of the PPG Chair and group for the tremendous work that had taken place to organise this event.

5. Updates/News from the Practice:

Trevor & Nikki reported on:

- **Complaints** – one complaint relating to information in notes is currently being dealt with.

- **GP interview/appointment** – Dr Nathan Sznerch will commence 4 sessions a week from October, then rising to 6 in 2023.
- **Covid** – There has been a significant increase in staff covid related sickness absence which is impacting on the delivery of services. Other practices are informing patients of the issue and Nikki queried whether VSG should do the same? It was agreed that this was appropriate.

John raised an issue relating to receiving a letter about the spring booster vaccination programme which had been confusing. Nikki highlighted that there had been issues for individuals involved in cross border care and also some immuno suppressed patients had been offered a 5th vaccination and were advised to consider having this if offered. Nikki reported that the Autumn vaccination programme was still planned but no information is available at present.

- **Mask wearing requirement in practice** – reintroducing mask wearing was being considered for staff and patients, it was felt to be acceptable to implement this in view of the current increased infection rates.
- **NHS Digital Webinar** – Trevor reported that those that had offered to be involved in participating in the online access feedback would be contacted, it is in the pipeline.
- **Answer phone message** – Esthers' suggested new answer phone message is now operational without a zero-tolerance message included. Trevor reported that the abuse of staff remains an issue and 2 calls had been ended today due to this and patients involved would be sent warning letters that will result in removal from the practice list if they are abusive to our staff again.
- **Veteran Friendly Practice'** – Half a page of the next newsletter will be dedicated to this. The practice continues to develop their understanding of what is realistic and achievable in relation to signposting and available services for veterans

Collecting data about the practices veteran population is ongoing. RCGP estimate 1% of practice population will be veterans, VSG currently have less than this identified but continue to work on it.

A patient who is a veteran has approached the practice and agreed to offer support. It is hoped he will write the article for the newsletter from a veteran's perspective and highlight the value of the practice knowing which patients are veterans.

The Wellbeing Co-ordinators are also trained in signposting veterans and can support this work.

Claire reported:

- **Well-being of Reception Staff** - abuse of the reception staff continues and staff continue to struggle with this. Nikki reported that issue with delays in secondary care offering appointments and the media/political focus on health seem to be contributing to patients dissatisfaction which is then directed at practice staff.

6. Newsletter Status/Updates: The PPG newsletter went out approx. 3 weeks ago, although it was considered to be a very good, one patient had criticised it and raised there was a bias towards Tattenhall. Trevor was grateful for the timely responses to these comments from PPG members and thanked them for her involvement.

The Newsletter has been in the current format for a while and Nikki asked if anyone had any suggestions for changes, or would be willing to write a contribution. Claire asked if anyone would be interested in writing some questions for the interviews of new staff features?

7. Communications Strategy – Jan is leading on this. The Sub Group had attempted to meet but had to rearrange. The meeting will now be held at Alisons Country Kitchen in Tattenhall on the 9th August 2022 at 1.45. A discussion has taken place about practice representation on this group and it was agreed the practice would not be represented.

8. Walk for David Saturday 10th September 2022, Farndon practice: - Claire reported that this has been advertised in the newsletter and she will risk assess the event nearer the time. There will be a poster campaign to advertise.

9. Future meetings Meeting:

1. There will be no meeting in August
2. Denise raised questions about the best way forward for future meetings; whether to readopt face to face meetings and book for a year at the Vault in Tattenhall or have a hybrid model; alternate face to face with zoom, or whether to find somewhere in Farndon and alternate face to face meeting in Tattenhall and Farndon?

It was felt that this should be discussed in more detail when there were more PPG members in attendance before a decision was made. It was therefore agreed that the September meeting would be held on zoom and further discussion would take place about future meetings then.

Denise will email Terri to request she books the Vault for the AGM meeting in October. Posters will be put on notice boards and social media by Nikki & Claire

10. AGM Advanced Notice - the PPG AGM will be held on the 11th October 2022 at 6.30pm in the Vault, Tattenhall.

11 AOB:

Janet raised:

Availability of physio appts – she relayed comments, it taking longer to book and online physio than a GP appointment. which meant GP appts were taken when physio's were appropriate. Nikki & Trevor highlighted that there were many physio appointments available across the practices and patients could access this via the reception staff rather than online.

Time sensitive treatments – there are apparently issues booking appointments for repeated treatments that needed to be delivered within a certain time frame (prostate cancer injections). Trevor, Nikki & Claire highlighted those appointments could be booked a month prior to the date due, accommodating appts at short notice was problematic but reception staff would always try to fit appts in were required. It was agreed that it would be helpful if this information could be given to them when they have treatment about how to book the next within the required time which may reduce stress and lead to more efficient patient booking.

NEXT MEETING 13 September 2022

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