

Minutes of the VSG PPG Meeting held on

Tuesday 8 November at 6.30pm by ZOOM

Present: Esther Sadler-Williams (Chair), David Williams (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Nikki Roseblade, Mags Roseblade, Clare Marsh, Ian Cameron, Peter Overmeer, John Proudlove, Wendy Bell, Gillian Jones

1. Welcome and Apologies:

Esther welcomed everyone to the meeting and to individuals in their new roles as well as a 'welcome back' to Trevor. Apologies as follows: Patricia Malcolm, Jan Fereday-Smith, Ian Waddington, Suzy Leaman, Janet Foster.

2. Approval of Minutes of 11 October and Matters Arising:

The October Minutes were approved. Matters Arising covered elsewhere in the Agenda.

3. Update from RA Chairs and PCN Meetings

Esther provided an update on RA Chairs meeting – only 3 PPG chairs attended. One Tarporley practice (Campbell) does not seem to currently have an active PPG.

- Community Care team have now moved into Chowley Oak.
- Enhanced access has had some teething problems but now getting there. There have been challenges in staffing nurse appointments (GPs ok) and the referral process is not yet smooth as enhanced access team can't make referrals as this has to go back to the patient's practice.
- PCN has recruited second mental health/dementia nurse.
- Money was made available last year to PCN for 'befriending activities'. This has been spent on a sensory garden in Kelsall and re-activating the community minibus for Malpas. Might be another opportunity next year to apply for further funding – the net needs to be cast wider and we need to ensure that our views on this are put forward!
- Tarporley Cottage Hospital (TCH) – does not have any overnight stays and it is being run by Countess of Chester hospital. Clinical activities include stroke rehabilitation, diabetes care and services for young mums and babies.
- Next PCN Board meeting is 6 December; Esther will represent PPG Chairs.

4. Agreed Foci for VSG PPG 2022-23

PPG Aims and Objectives have been updated on PPG website and in the New Patient Leaflet.

4a – Communications

In Jan's absence, David and Terri confirmed that the Communications Sub-Group have continued to meet and hope to be able to present the final draft of the review document to the December PPG Meeting.

4b – Survey

- Agreed that Communication group should take over responsibility for this.
- Discussion re: timing for future Survey – agreed late February/early March 2023. Mags happy to join the communications group with her previous expertise from Survey 1, to provide continuity. All work to be routed through Trevor since Nikki's role has been transformed since the last Survey.
- Trevor confirmed that we must be inclusive, providing hardcopies of the Survey as well as the online facility to cater for our entire footprint (*previously hardcopies were placed in the Post Offices/Chemists/Surgeries*).
- In terms of analysis – free text to be kept to a minimum. Should patients have particular issues to raise then they might be directed to 'Friends and Family Test' (FFT) which asks patients to rate their experience of NHS services and leave comments and, of course, patients are free to attend any PPG Meeting.
- Discussion took place on a trial for the next Survey as previously, involving Committee members.

4c – Encouraging Younger Demographic

- Esther confirmed that she has reached out to Claire Lockerbie (Social Prescriber) to potentially tap into her links with a younger demographic.
- Mags stressed that we need to offer an inducement i.e. what is in it for 'them' and how might they make a difference.
- Esther to work on text to attract a younger demographic for consideration/circulation in the new year and Clare will 'beautify' it for circulation for Facebook Page etc.

4d – Newsletters

Clare reported that this was ongoing. Much of the content will introduce new members to the team (e.g. new GPs/ Practitioner Nurses etc). There will be information on the wearing pink initiative which took place earlier/on recycling of inhalers/a flu overview/Christmas opening times etc. It was confirmed that time is built into Clare's contract to oversee the Newsletters. However, PPG members will support Clare in this endeavour, and they will review the draft before it is circulated. (John, Terri and Mags)

5. Updates from the Practice:

Trevor reported that:

- The VSG STAFF CONFIDENTIALITY POLICY and AGREEMENT would be circulated to all members of the PPG – members would indicate to Trevor that they agree to the terms and conditions.
- Two complaints received – both related to waiting times to see a consultant or a referral wait – both outside the remit of primary care.
- Staffing complement was outlined – 2 new GPs, Advanced Nurse Practitioner, Practice Nurse. Surgery now fully staffed. It was confirmed that capacity and demand were improved i.e. since Covid; that there were more clinical appointments than before Covid and that there was only one day when all appointments were taken.
- Patient numbers remain static over the last two quarters; confirmed that if patients move outside the catchment area, then they will be removed from our patient list.
- Regrettably, it was confirmed that DNAs (Did Not Attend) have re-surfaced and it was suggested that we print this data in the future (as previously), starting with November statistics.

David left the meeting at 7.25pm.

Nicki reported that:

- The 2 designated Flu Clinics at both Surgeries had been a huge success with just over 1100 patients vaccinated – thanks were extended to PPG members who acted as marshals at both locations.
- Technically statistics are recorded at the end of the month, but that we already exceeded the NHS target which was set at 70% for +65-year-olds. The Practice figure was 75%. Nikki reported that we are actually on target to achieve 82% when complete.
- Nikki also confirmed that for the 18–65-year-olds who are 'at risk', the Practice has so far vaccinated 48% (NHS target is 52%).
- For the 'fit and well' group of 50–64-year-olds, the Practice has so far vaccinated 32.5% (NHS target is 50%).
- Nikki confirmed that with the 4 additional clinics which are earmarked, we are likely to meet all targets (Nikki/Clare to ensure a poster advertising the additional clinics appears on various platforms).
- Nikki also confirmed that housebound patients will also be seen via the Cheshire and Wirral Partnership.

6. Wildflower Garden/Transition Tattenhall Update

Esther reported on updates regarding spring flowers and wild flowers.

Signage has been installed regarding 'dogs'.

John raised that following feedback from the gardener, 'needles' had been found in the area but that no-one had found any such evidence.

7. Update on revised VSG PPG Constitution.

The Constitution (Version 3) has been upgraded, ready to be signed off (*minor amendments to be forwarded to the Practice for inclusion by Terri*).

8. AOB

- Farndon – St Chad's Christmas Tree Festival – enter or not? Agreed that we enter (Gill, Mags, Nikki to oversee)
- 100 Club/Equipment Fund – in future, this would operate through private donations
- Tattenhall PC Support Drop-in Session 15 November – a variety of stakeholders will be present (CWaC, Citizens Advice, Cheshire Foodbank etc including our Social Prescribers)
- Memory Café to be held at Chester Zoo – A place for people with dementia/friends/families to come and enjoy a coffee/chat - held in the Bembe Café at the Zoo 10.30-12noon – Monday 28 November and Monday 12 December.

DATE OF NEXT MEETING

Tuesday 13 December 2022 at 6.30pm

Farndon Memorial Hall

(with a festive feel – Kate to provide Mince Pies – nominated by Trevor!!)

Matters Arising carried Forward to next meeting

Topic	Who	By When	Status
Communications Review Document - Circulate to PPG	J Fereday-Smith	6 December (<i>1 week before Dec PPG meeting</i>)	On going
2023 Patient Survey - update and pilot prior to 'going live'	Comms Sub Team	Go Live - End Feb/Early March 2023	
Text to encourage younger demographic for FB and Website	Esther and Comms Sub Team	December PPG meeting	In progress
Confidentiality Agreement – confirm/agree to terms to Trevor	ALL	December PPG meeting	
Appointment DNA's – to be reported monthly	Trevor/Nikki		
Approve new Version of Constitution	Esther	December PPG meeting	