

Minutes of the VSG PPG Meeting held on

Tuesday 10 January at 6.30pm by ZOOM

Present: Esther Sadler-Williams (Chair), David Williams (Vice Chair), Terri Hull (Secretary), Nikki Roseblade, Mags Roseblade, John Proudlove, Wendy Bell, Jan Fereday-Smith

1. Welcome and Apologies:

Esther welcomed everyone to the meeting, wished everyone a Happy New Year and introduced Lizzie Tench, who was attending for the first time.

Apologies were received from: Suzy Leaman, Janet Foster, Ian Waddington, Peter Overmeer, Ian Cameron, Trevor Ferrigno, Clare Marsh and Anne Dawson.

Esther reported that Patricia Malcolm and Norma Hampson from Gifford Lea had regrettably resigned with immediate effect because of health commitments etc. (our thanks to them for their inputs). It is hoped that we will be able to recruit other residents from Gifford Lea to join the PPG, thereby accurately representing the requirements of the patient footprint.

2. Approval of Minutes of 13 December and Matters Arising:

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

3. Agreed Foci for VSG PPG 2022-23

3a – Communications Sub-Group

Since there had been no meetings of the Sub-Group over the Christmas period, Jan gave a very brief update on the progress of the Communications Review and confirmed that their next meeting is to held on Monday 16 January 2023. Jan will report back at the next meeting in February and which will include a full 'Actions' update.

In the context of members of the Sub-Group undertaking some work shadowing at the Practice (and with particular reference to the Reception Area), Terri confirmed that she had sent a link to Trevor regarding the work of the Receptionists at Tarporley Health Centre (Drs Adey and Dancy) and which appears on their Website – link attached for information – Terri has also offered to write a piece for the next Newsletter in this respect.

<https://tarporleydoctors.gpsurgery.net/about/day-life-receptionist/>

Esther confirmed that Janet Appleby will progress the work of the PPG at the other Tarporley Practice, namely Dr. Campbell and Partners.

3b – Survey

The design of our 2023 Patient Survey nears completion with a view to going 'live' at the end of March 2023 (exact date to be agreed). Paper copies will be available at named locations for those who have no online facility. Some minor tinkering on one or two questions required (e.g. evidence of reading the Newsletter etc). Nikki confirmed that any electronic changes are likely to be minimal and that she can work toward the 'pilot' being ready to trial in early March, tweaking if required, followed by the Survey proper. All agreed that tight synchronisation was required, informing patients of the upcoming Survey i.e. in the March Newsletter and on a variety of social media platforms BUT avoiding a launch which coincides with the beginning of the Easter Holidays – Easter is 9 April and several schools likely to break up well before Easter Sunday. The Communications Sub-Group will let everyone know of the planned dates (i.e. the pilot and the survey proper) once they have been agreed by Trevor, critical to Clare and to Nikki to ensure that this information is included in the March Newsletter.

3c – Encouraging Younger Demographic

- Esther confirmed that she had yet to hear from Claire Lockerbie (Social Prescriber) to potentially tap into her links with a younger demographic.
- Esther and the Communications Sub Group had worked on a text to attract a younger demographic for consideration/circulation in the new year. Two different messages were agreed – one for the Website and the other (shorter) that can be used on Facebook and for a text to be sent to a specific age group of patients (17-40). Esther will re-send details to Nikki, particularly in light of Nikki's comments re: Instagram and the need to fully utilise this platform which is used by a younger cohort (over Facebook apparently).
- Agreed that local schools might be approached to see if there are any mums/dads/carers interested in joining – Mags to contact schools in Farndon and Esther will contact Tattenhall Primary School. Terri suggested that DofE Co-ordinators should also be approached (e.g Heber) – always looking for outlets for their students to fulfil the 'community service requirements' which can be as much as 50 hours.

3d – Newsletters

Clare and the team were congratulated on the Christmas Newsletter which was well received and which received positive feedback. In Clare's absence, Nikki requested that suggested content for the next Newsletter should be sent to Clare by email and the group was advised of some potential content so far e.g. a Veteran Friendly article, social prescribing, Easter opening hours and, of course, the upcoming Survey as mentioned above.

4. Updates from the Practice:

Nikki confirmed the following in the absence of other Practice staff:

- No complaints received.
- Dr Nathan Sznerch has now left the Practice (6 January) – actively recruiting for a replacement.
- 2 permanent Locums are now in place for Wednesdays and Fridays.
- The Practice is now recruiting for a part-time Medical Administrator (details on the Website).
- The Practice will also be advertising for a Clinical Pharmacist because the current member of staff (Shin) is now on 12 months maternity leave.
- DNA (Did Not Attend) rates still very low and Nikki will bring the data to the next meeting.
- For information, David reported that at the Farndon Pharmacy, there was a continuous line of individuals being guided on where to go for help in the current pressures – obvious that patients wanted reassurance but positive to see that they were using the Pharmacy for guidance.
- The pathway repairs at Tattenhall are near completion – an excellent job by Peter Stockton who has worked tirelessly during the relentless weather – rain and more rain!

5. Wildflower Garden/Transition Tattenhall Update

In Ian's absence, Esther reported that Ian had forwarded information that there was to be a Mini Meadows Meeting with Transition Tattenhall which is scheduled for 16 January. We await sight of the first snowdrops!

6. AOB

- Copy of Constitution to be brought to next face to face meeting in February and signed off.
- Confirmation at next meeting that all confidentiality clauses have been signed, mindful that Lizzie has just joined the PPG (Trevor, might you contact Lizzie in this respect please).

- Noted that there had been very positive comments on the Farndon Facebook Page in praise of procedures regarding Strep A.
- Wendy Bell asked for clarification as to when 'a grumble' becomes a complaint or when it remains informal. This prompted quite heated inputs from a number of the PPG members; much of the debate hinging around the problems in struggling to get an appointment when telephoning at 8am and in waiting for up to 2 weeks to discuss 'urgent' test results.

Accepting that the Surgery has been busy with the Christmas 'bugs' and Strep A, there remain reasonable concerns that the difficulties with the appointment 'cycle' might need a fresh approach (John Proudlove) and a 'queuing system' was discussed by several group members as an example. It remains frustrating for some patients who have no online access that they remain reliant on the 8am phone call cycle. Since the Surgery must be able to identify which patients have no online access, then is it unreasonable for those patients to ring at (say) 9 or 9.30am and ask for an appointment the following day.

It was also questioned that for individuals who work and/or who might be leaving the house at around 8am., there is no understanding of what the demand is at 8am because there is no advice on where a patient might be in the queue. It was also questioned whether this 8am cycle was a local directive or was, in fact, mandatory.

Issues concerning potential costs of introducing a telephone queuing system, possible triaging of patients in terms of demands/severity (probably provided by 111), an understanding of exactly how many calls are answered at 8am, the succinctness of the current phone message etc were discussed.

Accepting that Nikki was unable to answer many of these queries and since there was such protracted discussion, it was agreed that 'Appointments' would be an Agenda item at our next meeting.

DATE OF NEXT MEETING

Tuesday 21 February 2023 at 6.30pm

St Alban's Vault, Tattenhall