

## **Draft Minutes of the VSG PPG Meeting held on**

**Tuesday 14 March at 6.30pm by ZOOM**

**Present:** Esther Sadler-Williams (Chair), Terri Hull (Secretary), Trevor Ferrigno, Mags Roseblade, Nikki Roseblade, John Proudlove, Wendy Bell, Peter Overmeer, Janet Foster, Shadia Topham, Lizzie Tench, Clare March, Anne Dawson, Gill Jones

### **1. Welcome and Apologies:**

Esther welcomed everyone to the meeting.

Apologies were received from: David Williams, Jan Fereday-Smith, Ian Waddington and Ian Cameron.

### **2. Approval of Minutes of 21 February and Matters Arising:**

The Minutes of 21 February were approved. Matters Arising covered elsewhere in the agenda.

### **3. Update from RA Board Meeting held on 14 March**

Esther reported on the quarterly meeting of the Rural Alliance Primary Care Network (RA PCN) Meeting which had taken place earlier in the day and which represented the 6 PPGs across the 'patch'.

Dr Adey, the Clinical Director of the RA PCN reported on targets; last year numbering 36 and in the coming year numbering 5. These would relate to flu; early cancer referrals and 2 week wait access. Priorities will relate to 'access' and 'patient experience'. Optional GP registration online had been discussed but Trevor pointed out that this was still relative to catchment in the case of our Practice.

Dr Adey reported on the 'Access Survey' which had been in circulation from the PCN, the date of which had now closed. To date they have had approx. 4000 replies. Nikki emphasised that this was different to our 'Patient Survey' launched on 13 March. Nikki outlined that 6 months ago, the PCN had established use of the enhanced access/late night service. The Survey related to how individuals would use and access the service. Whilst the PCN had their own criteria re: circulation, the VSG chose to select a patient sample of approx. 1000 individuals so as not to conflict with our upcoming Survey.

Discussion had taken place on 'e-Consult'; likely to be re-launched as 'Patches' before April. Nikki explained that eConsult is a form-based online consultation and triage application that submits your request to a GP Practice to triage. One member of the PPG raised the 'accuracy of the bot' in the automation. Realistically, this is exactly what the VSG already does in terms of signposting.

District Nurses and Integrated Care Teams are struggling with staffing at approx. 50% capacity.

As reported previously, there is enthusiasm to identify what we can successfully learn/share from each other, particularly in relation to comms, patient access and patient experience.

It was suggested that Jacqui Rutter from Tarporley War Memorial Hospital would attend the next PPG Chairs' Meeting to outline the services which the TWMH is developing as a rural hub.

It was also reported that there had been very positive comments from Healthwatch (the independent voice for individuals to help shape and improve local health and care services); particularly in relation to reception teams and in the positivity related to the rural experience over the urban experience.

The next meeting was scheduled for June, after which point the position of PPG 'Chair' rotates.

## **Agreed Foci for VSG PPG 2022-23**

### **4a – Communications Sub-Group**

In Jan's absence, Esther reported on the very positive experiences of the Sub-Group in their work-shadowing of the VSG Reception Teams at both Tattenhall and Farndon. An article on that experience appears in the current Newsletter (Issue 19). There is more work to be done in educating the public on signposting and in further developing the work of the PPG in signposting i.e. progressing the earlier work of Ian Waddington; particularly with demand exceeding capacity in terms of clinical availability.

The Reception Team is highly trained in signposting; Trevor emphasised that they do not triage, rather they signpost the public to healthcare professional solutions which do not necessarily require the services of a doctor (e.g. to highly trained Advanced Nurse Practitioners).

A member of the PPG requested clarification on the role of pharmacies, for example, at Farndon. It was confirmed that certain pharmacists can prescribe for 'minor ailments' e.g. UTIs. *Post meeting note* – this continues to be a developing service and will change by 2026 when all newly registered pharmacists will automatically be prescribing pharmacists.

An additional concern was raised that a patient could present themselves with, for example, what might appear to be 'backache' and be signposted to a Physiotherapist when, in fact, the underlying condition was very serious. Trevor confirmed that if the patient is aware of a serious and underlying condition then they would, of course, be referred to a Doctor and, importantly, the Reception Team does not deny any patient access to a Doctor (they are not a barrier), rather they are offering effective and speedy solutions in accessing healthcare professionals.

Esther confirmed that the Sub-Group will be reviewing the VSG Website as its next task (liaising with Clare at all times) – this had been reported on in the February Minutes.

#### **4b – Patient Survey 13-31 March 2023**

Huge congratulations to Mags and Nikki in particular for all their work in this respect. The 2023 Patient Survey is now 'live' and Nikki confirmed as at 19.05hrs, 75 users had already completed the Survey. It has been shared on social media; hardcopies are in place in the agreed venues and Trevor will collect these/potentially restock throughout the next month.

#### **4c – Encouraging Younger Demographic**

There had been no opportunity to progress this other than Esther has made further contact with Gifford Lea who have now established a 'Residents Association' and involvement with the PPG will be on their Agenda (clarification – the minimum age for residents is 65). Remains in Actions Log.

#### **4d – Newsletter – Issue 19**

Congratulations to Clare and the Team on the current Newsletter (Issue 19). Esther has circulated a very positive email which had been received ...

*Dear Vsg,  
Very informative. I have great sympathy with all the staff at any medical practice, but especially to those "in front of house" both on the phones or at reception.  
Many, many thanks to you all, including people on the Patient Participation Group.  
Kind regards,*

Next Newsletter will be June.

### **5. Updates from the Practice:**

#### **Trevor confirmed:**

- Zero complaints received since the last Meeting.
- Dr Melissa Mottershaw joins the practice on 14 May – 4 sessions
- Dr Ashley Jones joins the practice on 14 June – 6 sessions
- Tilly McFarlane-Andrew, a Pharmacy Technician, will join us in May in support of our Clinical Pharmacist
- Current Data on Appointments – 2983 for the period 30 Jan-26 Feb i.e. 17.6% more than the same period in 2021 and 15.2% more than in 2022.

## **6. Discussion – Role of PPG**

In terms of the aims of the PPG, in conversation with Trevor and in our role as the 'critical friend', Peter raised 2 areas where the PPG might support the VSG

- a. That there might be some mileage in the Comms Sub-Group assisting in responses to 'complaints' and ensuring that the language used is patient/user-friendly. Trevor supported this in principle, and would pull up 2/3 past examples with patient details redacted to explore the potential.
- b. Peter also raised concerns that some patients do not use Patient Access and queried what provision exists to support them. Mags confirmed the 'training surgeries' that she had held previously and that she had visited some patients at home etc. Peter and Mags to continue to explore the possibilities of assisting those patients at the next Comms Sub-Group Meeting to be held on 17 April. Nikki to support this suggestion with data on those patients that are 'registered' for Patient Access viz-a-viz 'active' users.

## **7. Wildflower Garden/Transition Tattenhall Update**

In Ian W's absence, Esther confirmed that the spring flowers continue to appear, that Ian has developed an excellent relationship with the gardener but that we acknowledge this is 'work in progress'.

## **8. AOB**

- a. Blister packs – Wendy reported that there were no updates on this and requested that it remains an Agenda Item for the April Meeting.
- b. PPG Chairs Meeting – 28 March 2023 COCH – Esther confirmed that David Williams, together with Esther, would attend the next meeting.
- c. Feedback on Farndon Defibrillator – Trevor has agreed that this be sited on the Surgery Wall in Farndon – Parish Council to liaise with VSG.
- d. Veterans – following a communication from Andrew Kay, it was confirmed that a Military Veteran is any individual who has served for 1 or more days. Trevor repeated that we are an Accredited Veteran Friendly Practice and that time has been spent on identifying the ex-military personnel within our footprint. We are also signed up to the Charter. Janet to provide information on additional services that might be available locally and that 'signposting' will be put in place if necessary.

## **DATE OF NEXT MEETING**

**Tuesday 18 April 2023 at 6.30pm - Farndon Memorial Hall – Face-2-Face**

## ACTION LOG UPDATE & MATTERS ARISING AS AT 14 MARCH 2023

Log	By Whom	Action
Communications Sub-Group Review Doc (Version 7)	Trevor	<b>DOCUMENT COMPLETE</b> – to be displayed in Surgeries – Doc V7 is now on the Website ‘Action Log’ remains ‘LIVE’.
2023 Patient Survey – to go live between 13-31 March 2023	Mags R & Nikki R	<b>SURVEY ‘LIVE’</b> Hardcopies to be collected by Trevor and/or replenished throughout the Survey period.
Encouraging a younger demographic	Esther/Mags	Continuing to work towards this outcome and potential contact with Gifford Lea Residents’ Association – <b>IN PROGRESS</b>
VSG Confidentiality Agreement	Trevor	Trevor to ensure that this is complete & with the 2 new PPG members Lizzie Tench and Shadia Topham – <b>to be signed at next face to face meeting</b>
DNAs	Trevor/Nikki	<b>CONTINUE TO MONITOR</b> in line with national picture.
Current Constitution	Esther	<b>COMPLETE</b> - Updated, approved and fully signed off.
Review of Website by Communications Sub-Group & SIGNPOSTING	Jan F-S/Clare	<b>WORK IN PROGRESS ON WEBSITE REVIEW AND SIGNPOSTING</b> (in liaison with Clare)
Shared-Care Agreements	Trevor	<b>COMPLETE</b> - VSG policy on Shared-Care has now been placed in FAQ section of Website
Veteran Friendly Accreditation	Janet/Trevor	Janet to supply any additional information in support of local Veterans.
Defibrillator – request by Farndon PC	Trevor/Esther	<b>SITING AGREED</b> – Farndon PC to liaise with VSG
Plastic Blister Pack Initiative	Wendy	Report back at next Mtg
Language re: Complaint Responses	Trevor/Peter/Comms Sub-Group	Trevor to supply redacted examples and Comms Sub Group to examine at their next meeting on 17 April.

Patient Access	Peter/Mags/Nikki	Identify solutions to assist those not registered. Nikki to provide numbers of those 'registered' and those who are 'active users'.
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