

Draft Minutes of the VSG PPG Meeting held on

Tuesday 13 June 2023 at 6.30pm in The Vault, St Alban's Church

Present: Esther Sadler-Williams (Chair), Terri Hull (Secretary), Trevor Ferrigno, Clare Marsh, Peter Overmeer, Jan Fereday-Smith, Janet Foster, Ian Waddington, Ian Cameron, Anne Dawson, Pat Lester

1. Welcome and Apologies:

Esther welcomed everyone to the meeting.

Apologies were received from: Nikki Roseblade, Lizzi Tench, Mags Roseblade, Suzy Leaman, Wendy Bell, John Proudlove and David Williams.

2. Approval of Minutes of 9 May and Matters Arising:

The Minutes of 9 May (with one minor amendment re: Mini Meadows) were approved and the Action Log updated.

Matters Arising covered elsewhere in the agenda.

3. RA PPG

Esther reported on the two meetings that she had attended.

Chairs Meeting (23 May 2023)

Updates were reported, not least relating to the new contract and access indicators. There was a presentation from Tarporley War Memorial Hospital Trust – no real new information. Recognised that we are already 2 years into the initial partnership contract with The Countess of Chester Hospital NHS Foundation – likely to be extended.

RA Board Meeting (13 June 2023)

The suggestion of potential appointment of paramedics was discussed as part of the funded AARS (Additional Roles Reimbursement Scheme) roles; the rationale being to ease the strain on Community Nurses. Acknowledged that there were significant differences in the experiences of urban and rural requirements and that in the latter, >1 paramedic would be required.

The plan to create a 'National Website Template' for GP Surgeries so that patients receive the same experience was discussed. Whilst the front end might be identical, it was recognised that what sits behind it would be different in each practice. The Comms Sub Group are currently working on Website content and meet again on 26 June. Work will continue.

The sharing of good practice was again raised. More work required on the types of media used by patients e.g. Facebook etc.

4. Initial Feedback on revision to Appointment System

Trevor reported back on the introduction of the forward booking appointment initiative which went live on 5 June and whereby patients may book up to 7 days ahead by phone and continue to forward book by 14 days using Patient Access. Acknowledging that the weather has been fantastic, that many hay-fever products can be obtained across the counter from the Pharmacy, that the winter pressures are behind us and that we have had half term, early indications would point to a very promising roll out. It has certainly resulted in a less stressful start to the day for the Receptionist Team which is to be welcomed. It was also useful to assess the roll-out in context since during Week 1 of the roll-out, 1 Doctor was off, 1 Locum was off and 1 ANP was unwell – not one of these issues caused a problem (partly because demand was down relative to the above). Trevor confirmed that the new system would be reviewed in one month i.e. 5 July. It was noted that the forward bookings online were also dramatically reduced and that DNAs (Did Not Attends) had not risen – these continue to be monitored.

Text reminders are also now being sent out to patients with the option to cancel if an appointment is no longer required – a review of the numbers of cancellations will also take place.

Trevor also reminded the PPG that the VSG had historically chosen to hold back 25% of available appointments for Patient Access usage. Such a requirement is not now required in the new contract but Trevor confirmed a commitment to maintain the 25% ratio. This will also be reviewed in due course.

5. Agreed Focus for VSG PPG for 2022-23

5a. Communications Sub Group, including Patient Survey

Esther had created an initial draft Powerpoint presentation on the Patient Survey Results which was presented to those in attendance. It would be impossible to go through each slide in the slideshow since there were 34 slides. Suffice it to say at this stage that the overall response was good with an increased participation in 2023 viz-a-viz 2018.

The surgery will agree if there are further changes that might be made and will respond to patient concerns. For example, the possibility of 'bereavement follow-up' was discussed and this will be explored by the Practice.

E-consult, the online consultation platform, will remain on the agenda and can be used by patients to request help or post a query.

Accepting that feedback is paramount in our communications and noting that our next PPG Newsletter is not scheduled until September,

it was agreed that an 'interim' newsletter should be created and circulated to patients in July. This would contain a highlight summary of the Survey Results and that subsequently the full Powerpoint results document would then be published on the Website and displayed on Practice noticeboards. It was also suggested that one of the partners might annotate part of the Powerpoint presentation with their feedback.

The Comms Sub Group will finalise the content at their next meeting on Monday 26 July and Esther will then work with Clare regarding the 'interim' newsletter.

5b. Encouraging Younger Demographic

Ongoing Agenda item.

5c. Newsletter

Clare reported that the next quarterly Newsletter was scheduled for September (acknowledging that an 'interim' newsletter will now be available in July to report on the Patient Survey Results). Clare shared some content of the September Newsletter – to include the new way of working i.e. forward booking of appointments; information about the Pharmacy, Physio, Sign-Posting, possible information about flu vaccines etc. Very favourable comments made regarding the Brendan Nyss article.

6. Updates/News from the Practice

- Trevor reported that 2 complaints had been received – one regarding secondary care follow-up and one regarding a gun licence.
- Updates were given regarding the new staff who have joined the Practice - Dr A Jones (F), 6 sessions and Dr M Mottershaw, 4 sessions.
- Second interviews regarding the appointment of a new Practice Nurse are scheduled. Late news: Lucie Davies, Practice Nurse, is joining for three days per week starting 2 August 2023.
- Changes to appointment system discussed above.

7. Wildflower Garden

Ian Waddington reported that the Mini Meadows Trail will take place on Sunday 9 July 2pm-4.30pm. Ian is to create a map of the locations within the village. He emphasised that Transition Tattenhall are hoping that this will be a 'family event' and with the involvement of the Park School; showcasing their new wildflower garden project. Ian to liaise with Clare regarding some A4 laminates and Ian confirmed that Don will ensure everything is looking great by attending to the areas adjacent to the PPG wildflower garden on Saturday 8 July.

8. AOB

The following was raised – ‘Shingles Vaccination’ – if age qualified (i.e. 70), how is one informed

DATE OF NEXT MEETING

Tuesday 11 July 2023 at 6.30pm

By ZOOM

ACTION LOG UPDATE & MATTERS ARISING AS AT 13 JUNE 2023

Log	By Whom	Action
2023 Patient Survey	Esther/Comms Sub Group/Clare	SURVEY RESULTS IN PROGRESS <ul style="list-style-type: none">• Shared in Powerpoint with the PPG group.• Comms Sub Group to finalise survey results at their next meeting for inclusion in an interim Newsletter to patients in July.• Surgery to agree further areas for change e.g. bereavement follow up• Esther to liaise with Clare regarding the July interim Newsletter.• Thereafter, the Survey Results will be placed on the Website and Practice Noticeboards.
Encouraging a younger demographic	Esther/Mags	Continuing to work towards this outcome – IN PROGRESS
VSG Confidentiality Agreement	Trevor/Esther	Trevor to ensure that this is complete – Lizzie Tench, Shadia Topham and Pat Lester - Esther to ensure Constitution reflects new membership
DNAs	Trevor/Nikki	CONTINUE TO MONITOR in line with national picture.
Review of Website by Communications Sub-Group & SIGNPOSTING	Clare/Comms Sub Group	WORK IN PROGRESS ON WEBSITE REVIEW AND SIGNPOSTING (in liaison with Clare)

Plastic Blister Pack Initiative	Wendy/Clare	REMAINS ON ACTION LOG UNTIL MORE TO REPORT - Currently patients advised to take empty blister packs to the Pharmacies at Waverton and Tattenhall.
Letters/Language re: Complaint Responses and Annual Reviews	Trevor/Peter/Comms Sub-Group	IN PROGRESS – Trevor has supplied redacted examples to Comms Sub Group.
Patient Access	Peter/Mags/Nikki	IN PROGRESS - Identify solutions to assist the small % of those patients who are not registered or who are non-users.
Introduction of 'Book Ahead' appointment system and 'Text Reminders'	Trevor/Clare/Nikki	IMPLEMENTED AND REVIEW AGREED BELOW <ul style="list-style-type: none"> • Rolled out on 5 June and with changed messages in place • Review – scheduled for 5 July • Evaluation to follow • Text reminder initiative to be evaluated i.e. numbers of cancellations – scheduled for 5 July