

**Draft Minutes of the VSG PPG Meeting held on
Tuesday 11 July at 6.30pm by ZOOM**

Present: Esther Sadler-Williams (Chair), David Williams (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Clare Marsh, Mags Roseblade, Peter Overmeer, Jan Fereday-Smith, Janet Foster, Ian Waddington, Suzy Leaman, Pat Lester

1. Welcome and Apologies:

Esther welcomed everyone to the meeting.

Apologies were received from: Wendy Bell, John Proudlove, Ian Cameron and Shadia Topham, Nikki Roseblade

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

The Minutes of 13 June were approved and the Action Log updated.

Matters Arising covered elsewhere in the agenda.

3. Agreed Focus for VSG PPG for 2022-23

3a. Communications Sub Group

Patient Survey (ESW)

- Esther updated everyone regarding the 2023 Patient Survey. She had met with Trevor, Nikki and Clare to go through the full information and responses. Agreed, an interim July Newsletter (devoted only to the Survey) and with some highlighted feedback, be circulated to patients. A more detailed presentation will appear on the Website in due course and with audio voiceover for inclusivity.
- Acknowledged that it is long (36/7 slides) and it has been re-jigged slightly.
- Confirmed that it will include a GP response slide since patient perceptions reflect some disappointment with GPs
- Texting 'patient reminders of upcoming appointments' has been introduced (*currently relating only to GP and ANP appointments but which will ultimately be extended to include bloods, nurses, physio, etc.*), and this is followed by a Friends and Family (FFT) text.
- Already the latter has revealed a very positive response (150% more than normal). In the month of June alone, 245 responses received, of which 178 were classified as 'very good', and 43 'good'. Thanks extended to PPG from Trevor – clearly patients approve of the new appointment systems, reflected in the FFT responses.
- Thanks to Trevor for swift reviews of the new appointment systems which were introduced on 5 June.
- The Communications Sub-Group is checking the entire doc., comments back to Esther by 13 July, and then this will be forwarded to Clare. As above, interim July Newsletter will be issued, then full version to appear on Website and Practice Noticeboards.
- Esther's sterling efforts acknowledged by all – THANK YOU

Website etc.

- Jan updated the PPG on the work of the Communications Sub-Group re: the Website (previously minuted). Comments have been forwarded to Clare to begin work on making our Website more user-friendly.
- Jan announced that the Sub-Group has a vacancy for 1 year – anyone interested, then please email Jan or Esther.
- Suzy requested that, as a matter of urgency, the names of new GPs etc be placed on the Website (*now complete*). Trevor advised that the Practice Leaflet had already been updated in this respect.
- The Practice Leaflet is the next area to examine (ESW and TH).
- Jan requested redacted complaint letters and replies – this is the next area of work of the Sub-Group – Trevor confirmed that these have already been forwarded.

3b. – Encouraging Younger Demographic

- Esther confirmed that we are still working toward this objective.

3c. September Newsletter 2023

- Clare outlined some content proposals for the September Newsletter
- Signposting/physio/eyes/minor injuries clinic etc; new colleagues Drs Mottershaw and Jones, Tilley MacFarland, pharmacy technician; mini-meadows walk; potential flu vaccination rollout dates (tbc)
- Agreed that a brief statement be included as to why the current phone system cannot be updated and why, for example, we have not introduced a queueing system (in the spirit of openness and transparency)

4. Updates from the Practice

- Trevor had already circulated review comments regarding book ahead appointments which has been warmly welcomed by both patients and colleagues.
- Pat reported on 2 residents from Gifford Lea who were critical of their recent experience at the Practice and post the introduction of the forward booking system on 5 June. Trevor confirmed that if all appointments have been booked on the day and it is still necessary for a patient to see a GP, then advice from the RCGP and the BMA is that if the local system is full, then that patient passes to the wider health system i.e. A&E, 111 because the Integrated Care Board do not fund urgent care centres in our area. Trevor also confirmed that patients can book appointments face-to-face at reception, including book ahead appointments – if appointments are available
- Pat also requested better signposting on enhanced access; interestingly Trevor reported that over half of the patients who had booked appointments at enhanced care last weekend did not show.

- Suzy requested that the Practice please investigate the background noise in the reception area at Tattenhall which can prove extremely distracting when making a telephone call. Peter also stated that he could hear quite clearly a parallel telephone conversation which was taking place at Farndon (albeit one-sided). Trevor to investigate and potentially remedy.
- There have been no complaints since the last meeting.
- Trevor confirmed that everyone is now in post i.e. 2 new doctors, clinical pharmacist, pharmacy technician and that our new Practice Nurse (Lucie Davies) starts on 2 August. Only 1 vacancy currently exists i.e. for the post of receptionist (*now filled*).
- Janet extremely positive regarding blood monitoring and results.
- No increase in DNA figures – noted that text reminders should counter this.
- Next review of new appointment system will take place in 1 month (*this to include comment on the extension of text reminders for bloods etc*) and the main review will be in either September/October 2023 in preparation for the winter months.

5. Wildflower Garden

- Ian Waddington reported that the Mini Meadows Trail which took place on Sunday 9 July was a 'resounding disappointment'. Only 19 individuals joined the Trail and individuals were insufficiently inspired. Transition Tattenhall (TT) who had already held a debriefing are exploring alternative ways in which to promote the concept in private gardens and to advise on the benefits to biodiversity.
- TT has offered funding to provide a more colourful, low maintenance flower border along the side of the entrance to the Tattenhall Practice. Ian to liaise. Thanks to TT for their funding offer.
- Ian reminded the Practice of the need to update the Surgery signage which still displays an incorrect telephone number.

6. AOB

- 'Shingles Vaccination' – if age qualified (i.e. 70), how is one informed – carried over from June meeting.
- CPR/Defibrillator training has commenced at the Tarporley War Memorial Hospital from 1 July 2023. The sessions are free and we would like to encourage as many individuals as possible to take up this training opportunity. Feel free to circulate the information – poster below.



- Further discussion re: telephone system and clarification as to why we do not operate a 'queue system' function – see 3c above and agreement to place a small statement in the September Newsletter.
- Trevor reported that approval has been obtained to build 172 properties in Rossett (our catchment).
- Ian Waddington requested that the messaging which appears at the base of the Repeat Medication documents, requires attention. Permanently requesting reviews. Trevor to investigate.
- A reminder that no meetings take place in August.

DATE OF NEXT MEETING

Tuesday 23 September 2023 at 6.30pm - Farndon Memorial Hall

ACTION LOG UPDATE & MATTERS ARISING AS AT 11 JULY 2023

Log	By Whom	Action
2023 Patient Survey	Esther/Comms Sub Group/Clare	SURVEY RESULTS IN PROGRESS <ul style="list-style-type: none"> • Interim July Newsletter devoted to Survey Results to be circulated • Fuller Survey Results will then appear on the Website and Practice Noticeboards • For inclusivity a narrated version will also be available • Surgery agreed further

		areas for change e.g. bereavement follow up
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 who will work on information which has been submitted by the Sub-Group)
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 1st REVIEWS UNDERTAKEN <ul style="list-style-type: none"> • Rolled out on 5 June • Reviews took place on 5 July • Evaluation positive for both patients and colleagues • Text reminder initiative also extremely successful • Friends and Family Test outcomes hugely positive • Initial review COMPLETE. Next review to take place in 1 month with main review in Sept/October.
Mini Meadows	Ian W	<ul style="list-style-type: none"> • To liaise with TT re: provision of new planting for border at Tattenhall (at their cost)
Practice Matters	Trevor	<ul style="list-style-type: none"> • To ensure the names of new GPs are listed on the Website (COMPLETE)

		<ul style="list-style-type: none">• To investigate/remedy background noise in reception areas which are a distraction for patients who are phoning in• To review the messaging at the base of Repeat Medication docs• To monitor the potential impact of the 172 housing development which has been approved for Rossett (our catchment)
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