

Draft Minutes of the VSG PPG Meeting held on

Tuesday 12 September 2023 at 6.30pm at Farndon Memorial Hall

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

1. Welcome and Apologies:

Esther welcomed everyone to the meeting.

Apologies were received from: Nikki Roseblade, Lizzi Tench, Gillian Jones Wendy Bell and Pat Lester

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

The Minutes of 11 July were approved and the Action Log updated.

Matters Arising covered elsewhere in the Agenda but Trevor advised that it was the intention of the Practice to go to the ICB (Integrated Care Board) requesting a boundary revision re: Rossett patients and the potential impact of the 172-housing development; review messaging at the base of Repeat Medication docs has been removed; and, as far as practicable, background noise has been remedied at Farndon.

3. RA PPG Chairs Meeting

Esther reported key points from the RA PPG Chairs Meeting which had taken place on 29 August.

Updates from the PCN:

- The new Chair (for the next 3 meetings) is Neil Timperley from the Bunbury Practice.
- Noted that neither Malpas nor Tarporley (Kent) have chairs currently.
- An additional physio has been appointed to work at Malpas and Farndon.
- The PCN is looking to establish a phlebotomy clinic and a sexual health clinic to be based at Bunbury.
- A short survey (4 questions) to be sent out electronically i.e. PPGs have been asked to help out where patients do not have online access.
- Julie Johnson (PCN representative) to identify what is happening re: appointment system changes across the Rural Alliance and report back.
- The PCN to carry out a staff welfare survey.

Tarporley (Adey/Dancy) reported that a series of posters is being developed by the PPG in support of improved signposting of non-GP roles – outcomes will be shared.

Taporley War Memorial Hospital Trust (TWMHT) – there has been a change in manager and a review of services is currently being undertaken to use the facilities more efficiently and effectively.

4. Agreed Focus for VSG PPG for 2022-23

4a Communication Sub-Group:

Patient Survey (Esther)

2023 Survey complete and has been circulated in a Newsletter Summary (including a sample of positive comments).

Full version of the 2023 Survey is on the Website (under PPG tab).

The Survey identified actions that need to be addressed:

- Publicise drop-in sessions for NHS App/Patient Access (Esther and Mags to undertake a session at Gifford Lea) – noted that some residents are not registered with the VSG so may not have access to all on line services that VSG have e.g medical record; suggested that leaning toward the NHS App might be a better solution. Gifford Lea has TV screens in situ in the building, so it might be that the NHS App Video could be placed on the screen.
- Trevor confirmed all VSG patients have full access to all records.
- Proxy consents need to be further publicised.
- Continue to publicise/signpost Enhanced Access
- Continue to publicise booking of 2 appointments back-to-back (and to be within the next Newsletter).

Website (Jan)

- Jan extended thanks to everyone on the Communications Sub-Group who had worked on revisions to the Website etc and notably Clare for her energy and capacity in effecting the changes recommended by the Sub-Group, together with Nikki.
- Changes to the Patient Practice Leaflet remain outstanding (Esther/Terri) – this could not be undertaken until the structure of the Website had been completed. This will be addressed shortly.

Complaint Letters (Peter/Jan)

- Peter reported that the redacted letters which had been supplied to the Sub Group for consideration, represented a record of the thoroughness with which the VSG deals with complaint letters. Peter thanked the team for the provision of such evidence. Acknowledging time constraints, it was felt that future letters might show a degree of empathy.

Annual Review Letters (David/Jan)

- David reported that the overriding issue relating to (generic) review letters is the scope for simplification (further reviewing will take place Peter/David/Trevor in due course). Trevor pointed out that such letters fall within the national guidelines which the practice supports. Future emphasis should relate to simplicity - why/what/in the correct order.

In conclusion – Jan thanked the Sub-Group of 6 for their hard work, noting this marks the end of the action plan. The Sub-Group would, therefore, disband. Future comms tasks would be addressed by ‘Task and Finish Groups’, giving other members of the PPG an opportunity to offer different perspectives going forward. Thanks were extended to Jan for having steered the Sub-Group through the action plan and the very positive outcomes.

4b. Encouraging Younger Demographic – this to be removed as an Agenda item currently. Trevor emphasised that primary care users are not the younger demographic.

4c. Next Newsletter – continue to promote improved signposting; positive feedback from the Friends and Family Texts (FFT); August was our highest ever – 269 indicating ‘very good’; publicise booking of 2 appointments back-to-back (see Agenda Item 4a above).

5. Updates from the Practice (Trevor)

- Trevor reported that Dr Teplicky is due back from illness.
- A new Shingles Campaign is about to be launched inviting relevant patients for a vaccine.
- The PCN will now pay for the Website annually; all practices in the PCN are moving to the same contractor as VSG.
- Trevor announced that the Village Surgeries Equipment Fund is now closed – there will be an article in the Newsletter to this effect.
- Confirmed that there has been an increased uptake in individuals booking a flu vaccine this year. At the time of writing, the appointments for 30 Sept and 7 October filling quickly – announced by Trevor that weekday clinics would be added in due course – comment to be placed in Newsletter. It was felt that the flu vac appointment system is now so seamless that marshalls are not required.
- Confirmed that the Practice will not be undertaking any Covid vaccinations – patients will be separately contacted to attend a particular location or patients can book online for an appointment at a number of venues.
- Re: private referrals and the notion of shared care, Trevor provided an update as there had been direction from BMA/LMC/RCGP. Patients who opt for private treatment will need to continue aftercare outside of the NHS, including payment for any aftercare costs. Trevor confirmed that FAQs would be updated.

6. Wildflower Garden

Ian reported that the wildflower garden has been strimmed by Don, part of the management of any wildflower patch. Ian will report more in the spring.

7. AOB

- Esther reminded everyone of the upcoming AGM on 10 October, at which there would be the election of officers – Chair/Vice Chair/Secretary.

- Those PPG members who might be interested – please put your name forward to Esther by 2 October.
- Clare announced that she was stepping down, having been a founding member of the PPG from August 2017 and Chair of the PPG from August 2017 for a period of 2 years. Thanks were minuted for Clare’s unswerving commitment to the success of the PPG over many years.
- Mags also announced that she was stepping down for a period of 1 year.
- Investigation of alternative evening for future meetings i.e. possibly Wednesday instead of Tuesdays.
- Future Agenda Item agreed – understanding the differences that exist for Welsh patients.

DATE OF NEXT MEETING (which follows AGM)

Tuesday 10 October 2023 at 7pm (approx), The Vault, Tattenhall

ACTION LOG UPDATE & MATTERS ARISING AS AT 12 SEPTEMBER 2023

Log	By Whom	Action
2023 Patient Survey	Esther/Comms Sub-Group/Clare	OPEN Open Actions Continue to publicise/signpost Enhanced Access Continue to publicise booking of 2 appointments back-to-back Continue drop-in sessions for NHS app/Patient Access
Encouraging a younger demographic	Esther/Mags	Currently removed from the Agenda.
VSG Confidentiality Agreement	Trevor/Esther	Trevor to ensure that this is complete before AGM – 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	COMPLETE
Plastic Blister Pack Initiative	Wendy/Clare	IN PROGRESS Presentation at October meeting by Annette Lawrence. Currently patients advised to take empty blister packs to Pharmacies at Waverton and Tattenhall.

Letters/Language re: Complaint Responses and Annual Reviews	Trevor/Peter/Comms Sub-Group	COMPLETE (annual review letters will continue to be monitored Peter/David/Trevor)
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 – session at Gifford Lea
Introduction of 'Book Ahead' appointment system and 'Text Reminders'	Trevor/Clare/Nikki	IMPLEMENTED