

Draft Minutes of the VSG PPG AGM

held on

Tuesday 10 October 2023 at 6.30pm at The Vault, Tattenhall

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

1. Welcome and Apologies

Esther welcomed everyone to the AGM.

Apologies received from: Clare Marsh, Lizzi Tench, Mags Roseblade, Ian Cameron, John Proudlove

2. Approval of Minutes of 11 October 2022

Minutes of the AGM held on 11 October 2022 were approved.

3. Matters Arising

No matters arising.

4. Chair's Report

Esther presented the Chair's Report – see below:

AGM – TUESDAY 10th OCTOBER 2023 6.30PM

Chair Review 2022- 2023

We have continued to meet monthly, including being able to re-introduce face to face meetings at both Tattenhall and Farndon, these alternating with our zoom meetings to provide flexibility to our attendees. The year saw some members dropping off, but we also welcomed some new members, and our current PPG committee stands at 22.

Our focus for the year has been around communications which included finally being able to launch our second patient survey. Initially a 'Review document' was completed which identified key comms actions for the year. The survey was launched in March, and we had an increased response rate compared with the previous survey.

Overall, the responses were more positive than many had expected and several actions came out of this. However, the key 'gripe' was around the challenge getting appointments by phone and in June the surgery changed the process to enable patients to be able to phone to 'book ahead' up to one week in advance. In addition, text reminders for appointments was implemented and the FFT (Friends and Family Test) – moved to a text

response. All of this was extremely well received by patients with the added bonus that the '8 am rush' is no more; reducing the angst and abuse experienced by the reception staff. In addition, overall 'patient satisfaction' as measured by recent FFT responses has improved. Amongst other things the comms group also looked at complaint letters, annual review letters and the website.

Clare and the team continued to issue quarterly digital newsletters during the year (as well as a 'special newsletter devoted to the results of the patient survey) all of which have provided lots of valuable patient information.

The wildflower garden has truly 'blossomed' – and thanks to Ian for his hard work on this and disappointing that the mini meadows trail was not better attended.

A couple of other items of note are that Farndon Parish Council installed a defibrillator outside the Farndon surgery that they will maintain and the Tattenhall community said a fond farewell to Pharmacist Brendan Nyss who retired in the early summer.

Apologies if I missed anything as there has certainly been a lot to be proud of and talk about. It has been really gratifying that patients have appreciated the new appointment process with its unforeseen benefit in reducing the stress and abuse experienced by the reception team. As a PPG we must continue to champion the wonderful work our practice team does often under the most challenging of circumstances. Thank you!

*Esther Sadler-Williams
Chair VSG PPG*

5. Future Objectives and Questions from the Floor

Agreed that future objectives for 2023-24 be proposed by incoming Chair

However, broad consensus that some key areas remain:

- Communications/Signposting
- Use of 'patient speak' in all areas
- Patient Practice Leaflet (to be updated by Esther/Terri)
- Newsletter and Website

6. Election of Officers for 2023-24

- **Chair** – David Williams - proposed (Esther), seconded (Janet), unanimous.
- **Vice Chair** – Jan Fereday-Smith - proposed (Wendy) seconded (Suzy), unanimous

- **Secretary** – Janet Foster - proposed (Terri), seconded (Jan), unanimous.

On behalf of the VSG, Trevor thanked all outgoing officers.

7. Annual Review of Constitution

Esther to update and pass all documentation to Janet (Secretary 2023-24)

8. AOB

No AOB.