

**Minutes of the VSG PPG Meeting held on
Tuesday 10th October 2023 at 6.30pm at The Vault, Tattenhall**

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

1. Welcome and Apologies:

David welcomed everyone to the meeting and thanked Esther and Terri for their significant contribution as Chair and Secretary over the last year.

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

2. Approval of Minutes of 12th September and Matters Arising:

The Minutes of 12th September were approved and the Action Log updated. Matters Arising covered elsewhere in the Agenda but Trevor advised that the Practice would not be going to the ICB (Integrated Care Board) to request a boundary revision re: Rossett patients and the potential impact of the 172housing development as the development was a long way off. The practice will continue to accept Patients from Rossett, that reside within our catchment area

3. Blister Pack re-cycling presentation – Annette Lawrence: Deferred to a later date TBA.

4. Differences Experienced by Welsh patients v English Patients: Trevor outlined the differences experienced by Welsh v English patients registered at the practice and provided an overview of the challenges this presents. He highlighted that:

- There are issues with LL post codes. Referral of those patients to Welsh services are not accepted as they are registered with an English practice. These patients have to be referred to the Countess of Chester Hospital.
- Funding for medication is different e.g. contraception.
- Electronic Prescription Service – Wales do not operate this service; GP's have to print prescriptions and patients have to collect. There are some differences once aged 60yrs.
- For Urgent care, all patients can present to A&E anywhere.

Currently the practice records these issues as a 'significant event' to the ICB, but the practice is unable to do anything about this situation.

A discussion took place about whether this is something the PPG could look at and be an objective for the next year. Possibly invite a representative from

the ICB to a PPG meeting to explain the current situation. It was suggested that liaising with other practices with similar issues could also be helpful.

5. Agreed Focus for VSG PPG for 2022-23 update:

5a Communication Sub-Group:

NHS App/Patient Access (Esther)

- Esther & Mags have provided a drop-in session for NHS App/Patient Access at Gifford Lea. The session was well attended (approx. 20 people) unfortunately there were connectivity issues. Esther reported that the session was very positive and that those who attended had understood how to use the app. Future sessions can be repeated if required.

Website (Jan)

- It has been suggested that the NHS Conditions A-Z be considered for a more prominent place on the website.
- Practice team photographs on the website were suggested but the misuse of images from online sources was a concern and considered not appropriate. However, 'Meet the Team' photos could be considered for both staff and the PPG and placed in the practice waiting area.
- A Physio's name is still missing on the website.
- Work continues on the website text and identified typo's will be emailed to Clare for correction.
- The inclusion of Patches (formally E Consult) was discussed and Trevor reported that patients use of this was low as appointments were available. The position of this on the website was considered and it was highlighted that this may well be a mandatory feature.

Complaint Letters (Peter/Jan)

- Input from PPG members will continue to support the practice with complaint response letters.

Focus for VSG PPG for 2023-24 – deferred to November's meeting.

6. Updates from the Practice Trevor reported:

- One complaint had been received which relates to DVLA issues.
- Friends & Family feedback continues to be positive, and there has been a significant reduction in the abuse of staff. It was felt this was as a result of the actions from the Patients Survey.
- Staff changes: Jill Woodhead, Practice Nurse will be retiring at Christmas.
- Flu Jab Campaign, it was reported that the organisation had worked well with no queues. Overall, it was a very efficient system.

7. Wildflower Garden

Ian reported he had met with Donald, the gardener, who has completed some strimming and there has been some positive liaison with the Practice neighbour. There is a plan to now start bluebell planting.

8. AOB

- Parish Council Grants were discussed, it was suggested that the group think about anything the surgery could need/benefit from. There are 3 Parish Councils that could be approached. It was agreed to keep this on the Action Log and Terri agreed to research the criteria and report back.
- Investigation of an alternative evening for future meetings i.e. possibly Wednesday instead of Tuesdays continues, it was agreed those who haven't attended recently would be approached.
- Future Agenda Item agreed – Focus for VSG PPG for 2023-24.

DATE OF NEXT MEETING

Wednesday 8th November 2023 at 6.30pm, on Zoom

ACTION LOG UPDATE & MATTERS ARISING AS AT 10th OCTOBER 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