

**Draft Minutes of the VSG PPG Meeting held on
Wednesday 13th December 2023 at 6.30pm at Farndon Memorial Hall**

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

1. Welcome and Apologies:

David welcomed everyone to the meeting

Apologies were received from: Suzy Leaman and Ian Cameron.

2. Approval of Minutes of 8th November and Matters Arising:

The Minutes of 10th October were approved and the Action Log updated.

Matters Arising: Jan reported that she had met with Clare from the practice about website and the work will continue in the new year.

3. Feedback from the Rural Alliance Chair's Meeting:

David & Jan reported the following feedback from the last meeting:

- PPGs across the rural alliance were in different places of organisation and activity.
- The Same Day Emergency Access (SDEC) – an overview was provided. This is a single point of access service co-located with the ED on the COCH site, which previously existed with a different name. Patients are diverted to the service mainly from GP's and the Ambulance Service following an initial triage. It was reported that this service is working effectively and the Rural Alliance practices are utilising it.
- Tarporley War Memorial Hospital is currently operating at 60% capacity with the aim of achieving 100% by spring 2024.
- It was highlighted that the Enhanced Access Service provide certain aspects of sexual health care.
- The Paramedic role was discussed as one of the additional roles and how this would work in rural areas.
- It was highlighted that there is a difference in the length of waits for appointments across the PCN.
- Patient List vs. Named GP systems, both are used across the PCN, the differences were discussed. VSG uses the Patient List system.

4. Annual Review Letters – David & Peter

- This work is ongoing and will be continued in January 2024.

5. Newsletter – Terri

- Terri had met with Claire Lockerbie, Healthbox Social Prescriber to compile a list of available services that offer help for the range of needs people have over the Christmas holidays. A useful range of services that patients can be signposted to, including patients in Wales, will be

published in the next newsletter. This edition of the newsletter is now ready for sign off.

- Distribution of the newsletter was discussed, the issue of 'bounce-back emails' the practice receives after distribution creates a lot of work for the surgery and how the PPG could support the practice in the future to contact individuals and update details was discussed. It was agreed that Trevor will collate the details and then look at what actions are required.

6. No Shows (DNAs) - Trevor

Trevor reported:

- Non-attendance of appointments was a small problem for the practice. A cluster of DNAs had been highlighted by GPs & nurses recently. This reduces the capacity of the practice and has a knock-on impact on availability of appointments.
- The management of patients who miss appointments was discussed, Management of those over the age of 70 is more flexible and management of others missing appointments was discussed.
- Potentially this issue could be highlighted in future Newsletter and Esther kindly agreed to draft a text message that could be used for under age 70 DNAs

7. Discussion and agreement of focus for VSG for 23-24

It was agreed the following issues would be priorities for the next year:

- **Signposting** the overarching focus for the PPG will be communication and signposting to services. The Quarterly Newsletter will be the main vehicle for this.
- **Newsletter** focus on the tone and content of future newsletters. Terri kindly offered to undertake a review of what has been included in previous newsletters. The possibility of texting patients a link to the newsletter was considered but the general consensus was this would not be appropriate for many reasons.
A future focus on self-referral and adding value to this for the patients was considered helpful for the next newsletter.
- **The PPG Notice Board** – these will be reviewed in both surgeries and a plan to standardise and update will be undertaken.
- **Equity of access to services for Welsh patients** and a focus on how the PPG can be more inclusive of this group of patients.

8. Updates/News from the Practice

Trevor reported:

- One complaint received
- Friends and Family feedback remains predominantly positive.

- Christmas Holiday appointments – appointment booking online will change over the holiday period.
- From December new contraceptive services will commence in Pharmacies, initially repeat prescriptions will be available and then in January 2024 pharmacists will be able to initiate contraceptive medication.
- From January 2024, patients will also be able to get treatment for seven common conditions directly from a pharmacy, without the need for a GP appointment or prescription. The new service will cover sinusitis, sore throat, earache, infected insect bite, impetigo, shingles, and uncomplicated urinary tract infections in women. Opting in to provision of these will be at the discretion of individual pharmacies.
- The Surgery is planning to stop using the Patient Access app and only promote the NHS app by 31st March 2024. Reference to Patient Access will be removed from the website. All patients will be encouraged to use the NHS app. Information about transitioning to the NHS app to be included in the March Newsletter
- Trevor provided an overview of the Practice monthly training programme, how this is organised and how staff use this time.

9. Application for Parish Council Grant

An application will be submitted for a grant to complete work on the car park.

10.AOB

- A Document 'Financial Viability' will be circulated for discussion at the next meeting and the possibility of the PPG writing to the MPs covering the practices to be considered.
- The PPG asked Trevor to pass on their thanks and best wishes to the VSG staff and wish them a Happy Christmas and New Year

DATE OF NEXT MEETING
Wednesday 10th January 2024 at 6.30pm, on Zoom