

**Minutes of the VSG PPG Meeting held on
Wednesday 21st February 2023 at 6.30pm The Vault, Tattenhall**

Present: David Williams (Chair), Janet Foster (Secretary), Trevor Ferrigno, Esther Sadler-Williams, Terri Hull, Wendy Bell, Caroline Dickinson, Ian Waddington, Peter Overmeer.

1. Welcome and Apologies:

David welcomed everyone to the meeting especially new member Caroline from Gifford Lea.

Apologies were received from: Jan Fereday-Smith, Suzy Leaman, Mags Roseblade, Ian Cameron.

2. Approval of Minutes of 10th January and Matters Arising:

The Minutes of 10th January 2024 were approved.

Matters Arising: none.

3. Access Survey, Practice Staff Survey and Friends & Family Feedback (Trevor)

3a. Access Survey October 2023 feedback – Trevor reported that:

- This survey is a contractual requirement to measure improvement in Primary Care since the last national survey in Feb 2023
- 500 VSG practice patients were sent surveys during one week in October, 27 were returned. Though a low response, it was higher than the national survey. F&F was suspended for these 500 during the survey period.
- The survey followed the appointment changes introduced in June 2023
- A major difference was that this surveyed patients who had actually used the Practice, so it was based on fact, not opinion or hearsay
- This patient survey will be carried out again w/c 18th March 2024.

Patient response's highlighted that overall patient satisfaction ratings had improved across all questions and dissatisfaction had reduced.

Positive improvements were recorded for; the ease of getting through to the surgery, using the practice website and making an appointment. Of particular note was that 100% recorded satisfaction with the appointment they were offered and 96% described their experience of the practice as good compared with 87% the previous year.

The PPG acknowledged that the sustained improvements in satisfaction were very encouraging which is a great achievement by the practice team and expressed they're thanks to the team. Trevor acknowledged the role of the PPG's positive contribution in introducing changes to appointments. The results will be summarised in the next newsletter. (The full set of slides are attached).

3b The Staff Wellbeing Survey

Trevor presented the results from a recent staff survey; this was also a contractual requirement of all practices. The practice has 40 staff of which 34 (85%) responded, (the 2 partners were not included).

Overall responses were very positive and will be shared with the staff in the next few days.

3c Friend & Family Results

VSG FRIENDS AND FAMILY RESULTS 2023/24													
FLU													
	April	May	June	July	August	September	October	November	December	January	February	March	
Very Good	1	9	125	215	269	200	385	263	207	243			
Good	0	0	35	68	63	44	50	48	35	67			
Neither	1	0	11	19	20	17	9	12	10	11			
Poor	0	0	4	12	12	4	4	9	6	10			
Very Poor	0	1	4	7	12	3	5	8	12	5			
Don't know	0	0	0	1	2	2	1	2	2	2			
Total	2	10	179	322	378	270	454	342	272	338	0	0	
Very Good	50%	90%	70%	67%	71%	74%	85%	77%	76%	72%	#DIV/0!	#DIV/0!	
Good	0%	0%	20%	21%	17%	16%	11%	14%	13%	20%	#DIV/0!	#DIV/0!	
Tot Positive	50%	90%	89%	88%	88%	90%	96%	91%	89%	92%			
Neither	50%	0%	6%	6%	5%	6%	2%	4%	4%	3%	#DIV/0!	#DIV/0!	
Poor	0%	0%	2%	4%	3%	1%	1%	3%	2%	3%	#DIV/0!	#DIV/0!	
Very Poor	0%	10%	2%	2%	3%	1%	1%	2%	4%	1%	#DIV/0!	#DIV/0!	
Don't know	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	#DIV/0!	#DIV/0!	
Tot Negative	0%	10%	4%	6%	6%	3%	2%	5%	7%	4%			

4. DNA Message for appointments booked online (David)

Terri has drafted text messages to be sent in response to DNA's and the following was agreed:

1st non-attendance, a warning will be given that the ability to book online appointments will be turned off if any future pre-booked appointment is not attended.

2nd non-attendance, informed that, further to previous advice about non-attendance online booking facility will now be turned off and future appointments will need to be booked through the surgery.

Information about the issues relating to DNA'd appointments that are booked online, and proposed actions that will be taken in response to this from the 1st June 2024 will be included in the March Newsletter.

Patients aged 70 and above will be excluded from this messaging process.

5. Funding of Primary Care update (David)

Discussion was deferred to the next meeting when Suzy can provide an update of the outcome of her contact with the local MP.

6. Annual review letters (Peter)

The new reduced letter templates written from a patient perspective have now been signed off by the practice and are being used. From April 1st letters will go out by text due to increased postage costs.

7. Disabled car park marking (David)

Following patient feedback about disabled parking bays at Farndon surgery not being fit for purpose, members of the PPG and Trevor have volunteered to complete required work. Paint templates are to be purchased and a date set to complete the work is to be agreed.

It was also highlighted that Tattenhall surgery parking bay lines are faded and they will also be repainted.

8. How effective is our communication? (David)

David had received feedback from a patient relating to not being aware they could self-refer to Physio First and this had led to them making a GP appointment, which had delayed then accessing the help they needed.

The meeting discussed how we can raise awareness of self-referral services and highlight the value of patients using this option. Terri is planning to feature this information in future Newsletters and it was agreed to drip feed this information rather than overwhelm people with lots of information at once. The next Newsletter will focus on Mental Health Self-referral and the new Pharmacist prescribing options, which are now available in Tattenhall and Waverton Pharmacies.

9. Updates/News from Practice – (Trevor)

Trevor reported:

- The practice had received one complaint relating to a prescription and the responsiveness to signing letters.
- A new member of the Nursing team is being interviewed w/c 26th Feb
- An estimate for the cost of work on a curb at Tattenhall surgery has been obtained. The application for a grant from the Parish Council has now been completed and submitted by Terri.
- The practice will be starting a new system of online patient registration for new patients, which is due to start in March. A new page will be created on the practice website with a link to the-online registration.
- Dr Teplicky is currently off and this is being covered by locums.
- Church Bank Home Care based in Tattenhall has been working with the practice to facilitate their staff being able to ring the practice on behalf of their clients for results. Patient consent procedures are currently being completed
- £37K NHSE funding has been provided for a new call back facility to be installed, this will automatically call patients back whilst holding their place in the queue. It is expected that the phone bill will increase as result.

10.AOB

- NHS App – some people are unable to access their own records on the app, they are advised to contact the surgery for support with a reset.

- Proxy Access forms are required if a patient wishes someone else to have access to their records.
- Bounce back emails - currently looking at ways the PPG can support the practice with managing this.
- Ian reported that there is an impressive show of snow drops at the practice and bluebells are expected soon.
- Terri informed the meeting that the Sandstone Trust is planning a walk, talk and ride festival later in the year and she will provide further updates when available.

DATE OF NEXT MEETING

Wednesday 13th March 2024 at 6.30pm, on Zoom