

**Minutes of the VSG PPG Meeting held on
Wednesday 13th March 2023 at 6.30pm on Zoom**

Present: David Williams (Chair), Jan Fereday-Smith (Deputy Chair), Janet Foster (Secretary), Trevor Ferrigno, Ian Waddington, Ian Cameron, Peter Overmeer, Terri Hull, Wendy Bell,

1. Welcome and Apologies:

David welcomed everyone to the meeting.

Apologies were received from: Esther Sadler-Williams and Suzy Leaman,

2. Approval of Minutes of 21st February and Matters Arising:

The Minutes of 21st February 2024 were approved.

Matters Arising: none.

3. Primary Care Funding item closure (David)

David reported that he intended to have a discussion with Suzy about the outcome of her contact with the local MP before we close this as an agenda item.

Trevor reported that the practice will receive a 2.3% financial uplift for the 2024/25 financial year, which doesn't even cover the Minimum Wage increase of 9.8% from April. Significant increases in costs in all aspect of practice expenditure across all services will place pressure on the practice and cut backs are expected over the next 12 months. The practice will be unable to cover clinicians annual leave or sickness absence which will present difficulties. The continued underfunding of Primary Care will become a national issue and may lead to industrial action as we have seen with junior doctors, nurses and consultants.

4. Disabled car park marking (David)

David reported that a few people had volunteered to assist in marking out the disabled bay at the Farndon practice after Easter. More volunteers would be helpful, if anyone is interested can they please let David know? The suggested date is Weds 3rd April pm (time will be circulated nearer the time), subject to the weather.

David plans to forward an Amazon shopping list of required items to Trevor.

The plan is to create one larger disabled parking bay where there are currently 2 spaces, next to the rail. The area to be remarked will be coned off for safety, before, during and after the work is completed. If this is successful the same work will be undertaken at the Tattenhall practice.

5. Signposting discussion (David)

David had circulated a pictorial representation of the self-referral pathways to everyone prior to the meeting to outline the current self-referral options for some services. It was suggested that something like this could possibly be

used for the Newsletter, Website and practice notice boards to offer consistency.

The difference between self-referral and signposting was highlighted and discussed. Trevor outlined the complexities for the practice staff in filtering out patients that need to be seen by a clinician where they have to work through criteria, he agreed to share with the group the criteria that is used for this process.

It was considered important that patients are not bombarded with lots of information at once. Trevor reported that at a recent patient engagement seminar he had attended, a stand out point was that patients preferred easy, press button options to access things on websites.

The importance of building the value of self-referral with patients was discussed and possibly highlighting this as well as the number of appointments this has freed up. There are still many who believe that they require a GP direction rather than be proactive and manage this themselves.

Pharmacist prescribing was also discussed, concerns were raised that they may get overwhelmed. Many patients are now going directly to the pharmacy and concern was raised about how the practice will know when this has happened. Trevor offered reassurance that the Pharmacist is required to record all prescribing, which is then appended to the patient's record by the surgery.

It was decided that further work on this issue will now take place, including a plan for how best to raise patient's awareness of self-referral in the future.

6. Updates/News from Practice – (Trevor)

Trevor reported:

- The practice had received one complaint relating to payment for the completion of a BUPA form that would enable the patient to access private treatment. This individual has now decided to leave the practice.
- Friends and Family feedback continues to be positive and the free text comments are predominantly complimentary.

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	209	200	385	263	207	243	276	
Good	0	0	35	68	63	44	50	48	35	67	55	
Neither	1	0	11	19	20	17	9	12	10	11	10	
Poor	0	0	4	12	12	4	4	9	6	10	4	
Very Poor	0	1	4	7	12	3	5	8	12	5	5	
Don't know	0	0	0	1	2	2	1	2	2	2	0	
Total	2	10	179	322	378	270	454	342	272	338	350	0
Very Good	50%	90%	70%	67%	71%	74%	85%	77%	76%	72%	79%	#DIV/0!
Good	0%	0%	20%	21%	17%	16%	11%	14%	13%	20%	16%	#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%	3%	#DIV/0!
Poor	0%	0%	2%	4%	3%	1%	1%	3%	2%	3%	1%	#DIV/0!
Very Poor	0%	10%	2%	2%	3%	1%	1%	2%	4%	1%	1%	#DIV/0!
Don't know	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	0%	#DIV/0!
Tot Negative	0%	10%	4%	6%	6%	3%	2%	5%	7%	4%	3%	

- A new member of the Nursing team has been appointed and is due to start on the 29th April. They will be attending for induction and familiarisation prior to this.
- Nurse Jane Robertson will be retiring in at the end of April
- Online registration – the practice is currently accepting paper registration forms whilst checks are undertaken that English and Welsh patients will be assigned into the correct country system. The patient leaflet will be updated re online registration.
- The practice is looking at an automated system for low-risk blood results that GPs could set criteria for and notification of the result to the patient via text.
- Website review – there is a mammoth piece of work NHSE are expecting practices to complete, this requires a review of the practice website against a set of criteria. It was agreed that David, Jan & Janet will have a look at the document relating to this review and divide it into sections that PPG members who have volunteered can work on and identify any required changes/improvements.
- Circulation of the PPG Newsletter – as the practice have more mobile numbers than email addresses for patients it was suggested that when the newsletter is ready, a text could be sent to patients containing a link to the newsletter. It was suggested that this should be a discussion item for the next PPG meeting.

7. AOB

- Friends and Family form – Peter had reviewed the form and noted a question at the bottom of the form asking ‘are you happy for comments to be shared anonymously’. This raised questions about where the information was being shared, how this information was being used and whether this was at a practice or national level. Trevor agreed to look into this and report back. - *Update. This text is required by NHSE even though the information is NOT shared and is anonymous.*
- Trevor reported that the patient survey completed in October is due to be repeated and will go out next week.
- Well patient checks - it was queried whether the practice offer this option and Trevor reported that it is an option practices can choose to offer but VSG do not have capacity to do this work.
- Annual review letters – the new templates will go out to patients from the 1st April via text.

DATE OF NEXT MEETING

Wednesday 10th April 2024 at 6.30pm, at Farndon Memorial Hall.

