

**Minutes of the VSG PPG Meeting held on
Wednesday 12th June 2024 at 6.30pm at The Vault Tattenhall**

Present: David Williams (Chair), Jan Fereday-Smith (Deputy Chair), Janet Foster (Secretary), Ian Waddington, Terri Hull, Esther Sadler-Williams, Hilary Wells.

1. Welcome and Apologies:

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

Apologies were received from: Wendy Bell, Mags Roseblade, Trevor Ferrigno, Peter Overmeer and Gill Jones. *Trevor's post meeting input is included in red italics.*

2. Approval of Minutes of 8th May 2024 and Matters Arising:

The Minutes of 8th May 2024 were approved.

Matters Arising: A question about the disposal of blister packs was raised Esther provided a very helpful explanation about the current position and explained that disposal of this type of waste is not easy and that they are not being collected for disposal currently.

3. Car Park Marking Tattenhall - David

Plans for the marking of disabled bays at Tattenhall surgery will be drawn up (a Wednesday in July?). It's not the same challenge as Farndon and the 2 existing spaces will be repainted.

Discussion took place about the poor state of the Rookery Surgery sign and whether consideration could be given to having a new one in the future.

4. Rural Alliance update - David

David provided an update. The extended Rural Alliance Board meeting took place on the 11th June and the next scheduled meeting will be September 2024. A Rural Chairs meeting will take place in August prior to the board meeting which David and Jan hope to attend.

A discussion took place about the purpose, value and function of the Rural Alliance.

5. Newsletter - Terri

Terri reported that a draft of the next Newsletter is currently with the practice and being tweaked. The content includes information about awareness weeks that are coming up for Cancer, Cervical Screening & Alcohol awareness. There is a section on gardening and the hazards associated with this and information about the Friends and Family Test.

Helen agreed to explore the possibility of a printed copy of the PPG Newsletters going into the Library at Gifford Lea.

It was agreed the draft Newsletter will be shared with the PPG members. Post meeting note from David: whilst this is desirable, we need to further discuss the “how” before adopting a more complex editorial process. Publication date TBC, possibly by the end of the month.

A number of queries were raised about the Patient Access and NHS Apps including:

- When will the Patient Access app be switched off? *No date given as yet. Patients can continue to use Patient Access.*
- The NHS App does not include the date a repeat prescription is due whilst Patient Access does. *The NHS App is continually being developed.*
- Patients are unable to see some documents including DOCMANS. *Docman documents are visible on the NHS App*

These issues will be raised with Trevor at the next meeting.

6. Updates/News from Practice

David shared a summary provided by Trevor in his absence:

1. Review of recent complaints, two received and being dealt with.

A patient has received a warning letter for using four letter swear words to one of the nurses

2. Other practice updates:

- Dr Teplicky has had a baby boy and is now on maternity leave. Her sessions will be covered both with internal GPs and locums for the duration of her absence.
- Friends & Family data update for May (please see attached). You will note the trend is still positive.
- Clare and Nikki have done some excellent work on tidying up the website and it now looks far better and easier to navigate.
- The new telephone system will go live on July 4th 2024.

A discussion took place about the new telephone system and the following issues were raised:

- It was felt information about the new system should not be rushed into the next Newsletter and will be only be included once it's been fully tested.
- Queries were raised about how the new system will be introduced and tested; the PPG are happy to support with this if useful. *The system is in use in many GP practices and will go live on 4th July as per NHSE instructions. Apart from the “call back” facility, all other features are not “patient facing”*
- In due course, the PPG would like to understand the functionality of the new system and whether the practice can decide what will and won't be switched on? *Additional functionality is internal, not patient facing.*
- Once bedded in, there is curiosity for any impact on patient satisfaction, including patients having to wait for call backs. Are there

agreed time frames for this? *This is being monitored by NHSE nationally. "Call back" times will vary depending on the time taken to answer the calls ahead in the queue before call back was pressed.*

The initial experience (week 1) is a potential agenda item for the July meeting. *It should be noted that the cost of new a telephone system for all practices in the country does not provide more appointments. The money could have been better spent on providing more doctors and nurses.*

David reported that Peter will be following up the work undertaken on the annual review letters and looking at the range of messages that are sent out from the Practice. This will be "winter month" work.

7. Workstreams

- **PPG Quality Performance Indicator (QPI)** – whilst this is not a compulsory check it provides PPGs with an opportunity to review progress and identify areas for future development. There are 14 quality indicators to be measured against bronze, silver or gold standards. David will circulate the QPI to all PPG members and ask they rate our group and return their results so they can be collated for presentation at the next meeting.
- **Promotion of Self-Referral**
David has been working on a graphic for this that can be used for the practice noticeboard, website and PPG Newsletter. A discussion took place about a suitable graphic and accompanying text, possible headings for signpost etc. David will circulate a first draft to facilitate future discussion and the development of this concept.

8. AOB

- One obvious gap from the QPI template is attendance a clinical representative at PPG meetings. David to discuss with Trevor the possibility and level/frequency of any clinician attendance at PPG meetings.

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

VSG FRIENDS AND FAMILY RESULTS 2023/24

	FLU										Other Survey			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Very Good	1	9	125	215	269	200	385	263	207	243	276	195	191	218
Good	0	0	35	68	63	44	50	48	35	67	55	42	55	45
Neither	1	0	11	19	20	17	9	12	10	11	10	5	11	5
Poor	0	0	4	12	12	4	4	9	6	10	4	6	4	5
Very Poor	0	1	4	7	12	3	5	8	12	5	5	5	4	8
Don't know	0	0	0	1	2	2	1	2	2	2	0	1	1	0
Total	2	10	179	322	378	270	454	342	272	338	350	254	266	281
Very Good	50%	90%	70%	67%	71%	74%	85%	77%	76%	72%	79%	77%	72%	78%
Good	0%	0%	20%	21%	17%	16%	11%	14%	13%	20%	16%	17%	21%	16%
Tot Positive	50%	90%	89%	88%	88%	90%	96%	91%	89%	92%	95%	93%	92%	94%
Neither	50%	0%	6%	6%	5%	6%	2%	4%	4%	3%	3%	2%	4%	2%
Poor	0%	0%	2%	4%	3%	1%	1%	3%	2%	3%	1%	2%	2%	2%
Very Poor	0%	10%	2%	2%	3%	1%	1%	2%	4%	1%	1%	2%	2%	3%
Don't know	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	0%	0%	0%	0%
Tot Negative	0%	10%	4%	6%	6%	3%	2%	5%	7%	4%	3%	4%	3%	5%