

**Minutes of the VSG PPG Meeting held on
Wednesday 12th March 2025 at 6.30pm on Zoom**

Present: David Williams (Chair), Janet Foster (Secretary), Ian Waddington, Hilary Wells, Trish Thompson, Peter Overmeer, Wendy Bell.

- **Welcome and Apologies**

David welcomed everyone to the meeting.

Apologies received from: Esther Sadler-Williams (Vice Chair), Terri Hull, Trevor Ferrigno, Suzy Leaman.

- **Approval of Minutes of 12th February 2025 and Matters Arising:**

The Minutes of 12th February 2025 meeting were approved.

Matters arising: none

- **Updates/News from the Practice –** Trevor was unable to attend the meeting therefore no updates were available.

- **Newsletter –** Terri was unable to attend therefore this item will be carried over to the next meeting. Janet reported that she has contacted Tarporley War Memorial about the possibility of arranging a information gathering visit, which will contribute to future Newsletters, she is awaiting a response.

- **Rural Together Community Roadshow – David**

David informed the meeting that the next Rural Together Road Show will take place on Wednesday 19th March 2025, 12.30 – 3pm at Malpas Community Church, High Street Malpas. The meeting felt it would be helpful to have a few members of the PPG attend the event and gather information which can be fed back to the April Group meeting.

- **Blister Pack Recycling – David**

David reported that he had received a number of enquiries about what is happening about blister pack recycling from Farndon patients. He informed the meeting that whilst Boots is currently developing a plan to roll out a national scheme, this is in its infancy and nothing concrete is in place at present. It would seem that Tarporley Surgery now have a recycling box available in the practice and Tattenhall have the funded boxes available across the village. There is currently no facility available for recycling in Farndon.

Hilary reported that Gifford Lea residents have been instructed to dispose of blister packs in their general waste whilst they look into purchasing a recycling box similar to the other Tattenhall boxes.

It was decided to ask Esther to provide an update on this matter at a future meeting.

- **AOB**

- Signposting Information – David agreed to check if the latest version is now up in both practices and live on the website. Ian queried whether the work on the dementia information had also been completed, David will check.
- Trish requested information about the PPG Terms of Reference and queried what had happened about the NHS England Engagement pack that had been sent out to PPG's Chairs. David informed the meeting that the Engagement pack had been sent out with a very short turnaround time for responses and the

expectation that PPG's would run patient sessions within such a limited time was not realistic. David agreed to send Trish a copy of the PPG Terms of Reference.

- It was agreed to agenda time at a future meeting for Trish to discuss her previous experience of being part of another PPG and the health promotion work she had engaged in.
- Janet informed the meeting that she intended to 'Archive' all actions that have been completed from the VSG PPG Action Plan

DATE OF THE AGM & NEXT MEETING April 9th 2025 at 6.30pm, Farndon Memorial Hall.

VSG PPG ACTION PLAN

Topic	By Whom	Updates
1. Appointment booking changes: -- Undertake a review of the changes made to the practice appointment system and messages, telephone and text. 2. Review the % of online vs direct contact appointments available every 3 months and adapt if required	ALL	10.7.24 % of online vs direct contact appointments available reviewed in meeting. No change required currently.
3. PPG Newsletter: Change how patients receive the Newsletter. Address issues with the readability on phones. Newsletter drafts to be shared with the Chair and Deputy Chair for final authorisation.	Trevor/ Terri/ David	11.9.24 the practicalities of this and potential additional cost to the practice of numerous changes was discussed. It was suggested that Terri would have editorial responsibility and the Newsletter would be signed off by the PPG chair. To be decided at the next meeting. 13.11.24 option to opt-out of receiving newsletter was discussed, best way to take this forward and understand consequences needs to be discussed with the practice 11.12.24 Difficulties operationalising an op-out and implications to the practice communication with patients was discussed as the number requestion this was so low the meeting decided not to offer this option and monitor request numbers in the future.
4. Standardising the PPG communication i.e. website, newsletter & noticeboard	David/ Terri	12.1.25 to be reviewed in 6 months July 2025
5. Transfer from Patient Access App to NHS App: support for patients to use an app, development of NHS app to be fit for purpose.		Actions to be identified 11.12.24 Esther and Trevor are providing an information session to Gifford Lea residents early in the new year. Feb 2025 Esther and Trevor have provided an information session to GL and a

		further session to focus on the use of the NHS App is planned.
6. Creating Disabled Parking bays in both surgery car parks:	Any willing members	<p>10.7.24 Farndon practice, work completed on creating disabled bays and line markings. Tattenhall practice line marking provisional date 24.7.24.</p> <p>13.11.24 Tattenhall line marking completed further work will be undertaken early next year.</p>
7. Promotion of self-referral and value to patients.	Ian, Nikki, David - input from all	<p>10.7.24 David provided a draft graphic and Ian Waddington to continue the development of this work which will be used in Newsletter, Website and on PPG noticeboard.</p> <p>11.9.24 Ian produced draft Self-Referral & Self Care graphic documents which were discussed. They were considered to be a great addition to the promotion of self-referral and can be used in a variety of ways to inform practice patients. Suggestions for additions and linking the two documents are to be incorporated.</p> <p>13.11.24 Ian has now produced a self-referral 'Infogram' and Self-Care Guidance. It was decided to post these on PPG noticeboards in practices and work with the practice to add this to the Website once a couple of issues have been ironed out.</p> <p>11.12.24 David has discussed how the 'infogram' can be adapted to publish on the website and drafts are currently available for comment. Terri will also discuss how this can be included in the next edition of the Newsletter this will be supported by a piece David will produce. Printed versions will also be posted on both practices PPG noticeboard and will have QR codes to simplify links.</p>
8. Friends and Family Feedback review	Esther/Terri	<p>12.02.25 Completed a review of the friends and family comments, reviewing negative feedback to identify possible themes. Outcome to be reported back to March PPG meeting.</p> <p>12.3.25 – Data is now set out to PPG members each month and Esther & Terri are reviewing the last 6 months comments to establish whether there are any themes.</p>
9. Engagement with various patient demographics and increase representation on PPG of all groups within our rural locality i.e. Welsh patients.	All members	<p>12.2.2025 – Esther and Trevor have arranged to provide an information session for residents of Gifford Lea. David will follow up a patient interested in joining the PPG from Wales. Janet to contact the rural Midwife/Health Visitor teams to identify mother and Baby groups in the Rural area.</p>