

**Minutes of the VSG PPG Meeting held on
Wednesday 9th April 2025 at 6.30pm at Farndon Memorial Hall.**

Present: David Williams (Chair), Esther Sadler-Williams (Vice Chair), Janet Foster (Secretary), Ian Waddington, Sharon Roe.

- **Welcome and Apologies**

David welcomed everyone to the meeting, especially new member Sharon Roe who is a VSG patient living in Wales.

Apologies received from: Terri Hull, Trevor Ferrigno, Peter Overmeer, Wendy Bell, Hilary Wells.

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

The Minutes of 12th March 2025 meeting were approved.

Matters arising: none

- **Updates/News from the Practice –** Trevor was unable to attend the meeting and provided the following update in his absence:

- Advanced Nurse Practitioner Gillian McCallum has now retired from the practice.
- Dr Will Staff has now been given a permanent contract as he was due to finish on May 1st when Dr Teplicky is due back from maternity. Dr Staff will be replacing Gillian McCallum's sessions.
- Nurse Lucie Davies has left the practice. They will be using a regular locum nurse whilst attempting to recruit a new nurse. Doctors are easy to find at present, Nurses, not so easy.
- A new secretary is due to start at the practice on 7th April.
- Anecdotal comments had been given to Trevor recently by reception staff from three newly registered patients included 'they had forgotten what a good GP surgery felt like'. These patients had moved to VSG from other parts of the country, probably where they had to wait three weeks for an appointment!
- In response to David's query about Appointment Data - the latest data set available as of the 17th Feb to 16th March 2025:
 - 3409 appt 2025
 - 3265 appt 2024
 - 3003 appt 2023
- February Friends & Family data (see attached)

David will discuss a further breakdown of the appointment data with Trevor, in line with the PPG Action Plan commitment to review appointments every 6 months. Some concerns were expressed that there are not many GP appointments available to book online and patients are having to ring the practice daily.

The meeting discussed the new funding announcements for Primary Care and Community Pharmacies and the implications of this. Hopefully Trevor will have more information at next meeting.

- **Newsletter –** The latest edition of the Newsletter is due to go out to patients this week.

- **Rural Together Community Roadshow Feedback – David**

David reported that he had attended the roadshow which was held in Malpas on the 19th March 2025, along with Trish and Ian. This seems to be a Health Box and Rural Alliance initiative focusing on all aspects of wellness, including two healthy heart initiatives,

mental health and back to work support. The next roadshow will be held at the Barbour Institute, Tattenhall. The date is yet to be confirmed.

- **AOB**

- **Signposting Information** – Esther has been investigating the possibility of producing the Signposting Information as a folded wallet sized leaflet (z fold leaflet). She has sourced an online printer that can print this format at an approximate cost of £600 for 1,000. Esther aims to discuss this with Trevor and then possibly approach the local councillor to enquire if he would be willing to contribute to funding this. The PDF version of the information will be required by the printers, Ian has agreed to produce this for Esther.
- **S106 Money from developers** – Esther reported that Section 106 money, obtained through agreements between developers and local authorities can be used to fund various community and social infrastructure projects, which includes NHS facilities. This money is typically used to mitigate the impact of new developments, ensuring that they don't place undue strain on existing infrastructure and services.

Esther highlighted that the VSG could be eligible for S106 money, i.e. from Gifford Lea developments and their Phase 4 proposal, as well as from other housing developments and proposed developments. She will discuss this further with Trevor with regards to possible bids for monies.

Janet has found links on the CWAC website about what S106 money has been spent on and also how to apply. She will look further at this information.

- **PPG Patient Engagement** - Janet reported that she has had a response from Tarporley War Memorial Hospital about arranging a visit to understand the various services and Charities that provide services there. Terri has indicated she would also be interested in the visit with a view to including relevant service information in future Newsletters.

Janet has also made contact with the VSG practice's Midwife and Health Visitor and is arranging a MS Teams meeting to discuss PPG engagement with Mum's, Dad's and Primary Carer's in the future.

- **Friends and Family Feedback** – Esther and Terri have now completed a review of F&F Feedback; their findings will be presented at the next meeting.

DATE OF THE AGM & NEXT MEETING
May 14th 2025 at 6.30pm, on Zoom.

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.	ALL	10.7.24 % of online vs direct contact appointments available reviewed in meeting. No change required currently. 9.4.25 David has requested appointment data from Trevor to enable the planned review.
2. Review the % of online vs direct contact appointments available		

every 3 months and adapt if required		
<p>3. PPG Newsletter: Change how patients receive the Newsletter.</p> <p>Address issues with the readability on phones.</p> <p>Newsletter drafts to be shared with the Chair and Deputy Chair for final authorisation.</p>	Trevor/ Terri/ David	<p>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.</p> <p>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</p> <p>11.12.24 Difficulties operationalising an op-out and implications to the practice communication with patients was discussed as the number requesting this was so low the meeting decided not to offer this option and monitor request numbers in the future.</p>
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.		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</p>

		<p>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> <p>9.4.25 Esther is investigating the possibility of producing the 'Infogram' and a wallet size leaflet (z fold leaflet). She has identified an online printer and approx. costs. To be discussed with Trevor and possibly approach the local Councillor for a contribution towards funding this. Ian to provide a PDF of the information.</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> <p>9.4.25 – Review of F7F information is now complete. Esther & Terri to present to the next PPG meeting.</p>
9. Engagement with various patient demographics and increase representation on PPG of all groups withing 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>