

**Minutes of the VSG PPG Meeting held on
Wednesday 9th July 2025 at 6.30pm on Zoom**

Present: David Williams (Chair), Esther Sadler-Williams (Vice Chair), Janet Foster (Secretary), Trevor Ferrigno, Hilary Wells, Wendy Bell, Ian Waddington.

1. Welcome and Apologies

David welcomed everyone to the meeting.

Apologies received from: Sharon Roe, Peter Overmeer. Suzy Leaman

2. Approval of Minutes of 11th June 2025 and Matters Arising:

The Minutes of 11th June 2025 meeting were approved.

Matters arising:

- David informed the meeting that Trish Thompson had contacted him to inform him that she intended to step down from the PPG with immediate effect.

3. Updates/News from the Practice – Trevor

- 'ICE' update – Esther had kindly put some suggestion together for an acronym that could be used to assist patients prepare for their consultation and use this time effectively. The Practice has reviewed the suggestions and expressed a preference for the 'POW' acronym (**P**roblem, **O**ccupying thoughts & **W**ant). They are currently considering what the 'W' will stand for and appropriate graphics. It was suggested that 'W' could stand for What, and graphics should be gender inclusive.
- Recruitment - A new Practice Nurse and Receptionist are due to start soon; there are currently no other vacancies.
- Trevor reported that the practice has been using a locum GP over the last couple of weeks to increase the appointment capacity, this seems to have been effective and eased the pressure on appointment availability.

Trevor reported that they expect demand for appointments will ease in the coming weeks, once the schools break up.

4. Newsletter – (David & Sharon)

- In Sharon's absence, David reported that the next PPG Newsletter is now largely complete, and thanked Clare Marsh for her hard work. He also asked that all PPG members support Sharon in drafting future Newsletters with suggestions of topics to be included or submit something to be considered for publication.

5. Signposting pocket guide – (Esther)

- Esther reported that she had followed up her request for additional funding from Tattenhall Business Alliance and Transition Tattenhall, who have both responded and declined. It was decided that all options would be explored further and discussed at a future meeting. Reducing the print size to meet the funding we have may be an option

6. PPG Guest Speakers – (David)

- David reported that he had been exploring a list of speakers who could be invited to future PPG meetings, with some help from Clare Marsh. Possibilities are:
 - Clinical Pharmacist
 - Practice Dementia Nurse
 - Health Box – Social Prescribing
 - Carer's group - Better Together

7. AOB

- Ian informed the meeting that planning applications for houses in Tattenhall are pending again, which may impact the VSG.
- As usual the PPG will have a summer break and not meet in August, however the idea that September may be better in the future was floated and will be discussed at a future meeting.

DATE OF NEXT MEETING
September 10th 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. 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. 9.4.25 David has requested appointment data from Trevor to enable the planned review. 11.6.25 Appointment availability online discussed at meeting, as the usage of appointments seasonally changes, it was decided to review appointment availability in early autumn when demand is expected to increase.
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. Achieved
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.

		11.6.25 New NHS app developments to be included in the next Newsletter
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> <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 F&F information is now complete. Esther & Terri to present to the next PPG meeting.</p>

<p>9. Engagement with various patient demographics and increase representation on PPG of all groups withing our rural locality i.e. Welsh patients.</p>	<p>All members</p>	<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> <p>14.5.25 Janet presented information from her recent meeting with the practice Health Visitors it was agreed that information relevant to families and children should be included in the Newsletter.</p>
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