

Minutes of the VSG PPG AGM (by Zoom), Tuesday, 20 October 2020

Present:

Esther Sadler-Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Sheila Sheen, Sheila Caddy, Gillian Jones, Ian Waddington, Iain Cameron, Anne Dawson, Mags Roseblade, Nikki Roseblade, Suzy Leaman, David Hughes, Nigel Mitton, Helen Whittle, Denise Chilton,

Guest: Iram Malik (Clinical Pharmacist)

1. Welcome and Introduction

The Chair welcomed everyone to the VSG PPG Zoom AGM

Apologies:

Wendy Bell, Jan Fereday Smith

2. Last AGM Minutes – 1 October 2019 and matters arising

The AGM Minutes of 2019 were accepted – there were no matters arising.

3. Chair's Report 2019/20

Esther gave a comprehensive review of the period 2019/2020 (see below)

Chair Review 2019 – 2020

My first year as chair taking over from Claire, has certainly been different .. but not in the way any of us could have imagined!

Our year started out well. We managed to continue to have guest attendances at our face to face meetings; Claire Lockerbie- Social prescriber (December), Jolene Weaver – Carers trust (January) and Katherine Hussey -Social Prescribing Co-ordinator (February). It was very valuable to hear from each of these how they are making positive changes in our community. Iain W and David managed to complete a comprehensive mapping of local support which is a valuable resource that has been shared with Claire and Jolene.

The Rural alliance PPG's continued to work more closely together, now meeting monthly. It was also agreed that attendance at the new monthly RA Board meeting (now called PCN) would be by rotation; each of the PPG chairs would take their turn and attend on a 3-monthly basis.

From a communications perspective we continued with our quarterly newsletter and our VSG Facebook page was created. Early in the year, the group considered that in addition to our newsletter, key priorities for the year were to undertake a patient survey (2 years on from the previous initial survey in spring 1998) and to establish a youth PPG, or at least ensure that the views of younger patients were represented. Work began on this; Bishop Heber Sixth form being identified as a possible good starting point for the volunteers for a 'youth PPG'. The survey was drafted, ready to

launch in April 20 using similar questions to previously to enable comparison as well as a few new questions. Then the pandemic hit....

No meetings were held in March or April, as we felt it important that the surgery could focus on their priorities, which included implementing a new telephone triage system (before that was the 'norm'). But we kept in touch and offered support if it was required. By May, although we had some informal virtual 'coffee and a chat meetings' with the group to keep 'connected', we agreed that we would recommence our monthly PPG meetings in June 2020, virtually. As we were meeting virtually we opened our meetings to other patients who may have wanted to join us.. What a bonus this brought us! We got 7 new members - 3 of whom joined our committee taking us to the full complement of 20, but through establishing a 'wider group' we were able to include all individuals who want to join. David created a leaflet describing walks around Farndon following his lockdown exercise routine – which even resulted in a mention of the PPG in Cheshire Life! Tattenhall also finally has a defibrillator in an outside location.

Our newsletters went digital and more regular rather than hard copy. The PPG was also able to support the surgery with marshalling the socially distanced queue at the flu clinics.

Statistically the year has been a success; Facebook followers grew fast from 160 to 600 and following the surgery's campaign to get more patients onto patient access to reduce the 'physical interactions' with the surgery, to date 65% the total patient list are registered, up from 42% at the start of the year, and overall up from 20% in the spring of 2018.

So it's been a different year. On the positive side we increased sign up for patients access, got some very welcome new members and we all learnt some new vocabulary; 'furlough' 'lockdown', 'telephone triage' and 'new normal' !

However we appreciate for many in our community it has been a very difficult year where loved ones and/or friends have felt the impact of Covid-19 itself or social isolation, and for our hard working NHS staff and volunteers it has been particularly trying and exhausting – but thank you all - and we all hope for an effective vaccine sooner rather than later and ultimately a better even if a 'new normal' 2021.

4. Future Objectives and Questions from the Floor

Nigel wished it to go on record regarding the incredibly positive and sterling efforts of the practice and our supporting pharmacies during Covid.

Focus for 2020-2021 needs to be undertaking an updated survey and digital newsletters.

Trevor suggested a tinkering of questions regarding the online survey to include questioning what patients still want, recognising that the practice might not be able to meet patient expectations. At least the question will have been raised.

Sheila Caddy as part of the survey group to address and move forward on rolling out the survey by email.

5. **Election of Officers** – all officers were re-elected unanimously for 2020/21
- Chair – Esther Sadler-Williams
 - Vice Chair – Clare Marsh
 - Secretary – Terri Hull

6. **Constitution**

Agreed as no update required.

AGM closed at 6.50pm

This concluded the VSG PPG ZOOM AGM – the monthly meeting followed.