

## **Minutes of the VSG PPG Zoom Meeting, Tuesday 15 December 2020**

### **Present:**

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

### **Welcome & Apologies:**

Esther welcomed everyone to the meeting and apologies were received from John Roberts and Nigel Mitton.

### **Approval of Minutes of 17 November 2020:**

The Minutes of 17 November were approved.

### **Matters arising:**

- The use of the 'Comments Box' on Patient Access and the possible trial re-introduction – outstanding.
- Trial of video/speaker. Initial equipment unsatisfactory. Further equipment now purchased which would be trialled to make staff feel safer, less vulnerable, and less exposed to abuse – outcome to be reported at next meeting.
- 'Summary selective findings' of Nikki's dissertation 'Improving our Quality of Service for Patients of the VSG during the Covid-19 Pandemic' – these need to be shared with the patient population in supporting the bigger picture of the message that we are taking forward and that the survey represents an excellent back-up to this – outstanding.
- FAQs Section to be included on Website – outstanding but reception staff have been gathering examples in support of this objective.

### **Update from Rural Alliance Chairs:**

Esther reported on the Meeting that had taken place on 24 November – the rotation was the Chair from Bunbury.

- The virtual Covid-19 ward was progressing.
- Healthwatch were in attendance but it was noted that PPGs were not really receiving information – they would seek to improve this.
- It was announced that a second Social Prescriber had been appointed to help Claire Lockerbie and would take up position at the end of the year.
- The physio service has been well received with only 7-10 days waiting time from 1<sup>st</sup> point of contact.
- Chris Hornby has now started (IT) and is based in Bunbury.

### **Playlist for Life:**

Esther had previously circulated information regarding the Playlist for Life with members of the PPG and it was reported that Claire Lockerbie had already used such playlists successfully with dementia sufferers.

- There was support for this initiative (*to the point where Iain Cameron suggested that individuals might create their own playlists 'ahead of time'*)!
- Terri also suggested that this should be on our radar for 2021 – 'Dementia Awareness Week' having been re-branded to 'Dementia Action Week', the dates for 2021 being 11 May – 16 May.
- Denise kindly agreed to co-ordinate our own PPG Playlist: **ACTION ALL; each member of the PPG to send to Denise the name of their favourite track and artist and why it is special to them (would also give the group a chance to try to accurately match the track with the PPG member)! Agreed to include the Wider PPG in this and that they should be emailed in this respect.** A link might even be placed on the Website.
- Mags raised 'Share the Orange' and suggested the group watch this – link attached <https://www.alzheimersresearchuk.org/orange/>

### Survey Team – Update:

The Survey Team has made the necessary changes in readiness for the agreed launch of the PPG Survey in the Spring of 2021.

### Newsletter

- 'Wednesday Wisdom' – Terri reminded everyone that she had played devil's advocate last month in raising the issue that a weekly roll-out was probably too ambitious and that she had been unable to see these on the Website albeit that it had been agreed that they would appear on Facebook, the Website and emailed to everyone – outstanding.
- Future Topics - Clare has circulated a comprehensive topic list but Covid and associate workload had stalled this – work in progress.
- Countess of Chester Blood Tests had appeared on Facebook and received some negativity but also some positive feedback.
- Next topic will be about the role of the Nurse Practitioner.
- Terri also raised the issue that the PPG section of the Website looks tired and that the last Minutes to appear on the site were dated 16 June 2020.
- Agreed that Esther and Terri work together to provide a summary of the year for the Website. This would be based on the Chair AGM Report and suggestion from Denise that this should be entitled – 'What We are Celebrating'. Trevor would (in the short term) upload some of the revised inputs and initial summary of what the PPG has achieved in the last 12 months.

### Update on Covid

- Trevor advised that once the VSG start the Covid vaccination programme, then this will be the absolute priority for the Practice and that we must ask patients to reasonably accept that obtaining an appointment might take longer. Our doctors and nurses will be prioritising the vaccination programme in their workload.
- The Rural Alliance is due to receive the first vaccines shortly, about 21% of which will be earmarked to our VSG. Thereafter, we will receive the repeat vaccines to administer the 21-day repeat. Trevor confirmed that we will obtain no further vaccines in the interim period i.e. between those receiving the first dose, and then the repeat.

- Trevor advised that the Practice will be following the NHS guidance on prioritising those patients who receive the vaccine, acknowledging that some patients of >80 years of age have other complex risk factors to consider.
- Directly we have more information then the VSG will be contacting the first recipients by invitation/appointment (*possible use of accuRx*)
- Trevor raised the possibility of requiring help with marshalling from the PPG and because recipients must remain at the site where the vaccinations will be administered for 15 minutes post receipt of the vaccine (*members of the PPG having successfully assisted with the Flu Vaccine roll-out*)
- Trevor also confirmed that there would be 6 vaccinators working daily (8am-6.30pm) to ensure that we successfully administer the batch in the required timeframe (*with the inherent issues of temperature storage*).
- Without doubt this presents a huge logistical challenge to all concerned and we ask for patient support and co-operation during this period which is likely to continue for many months.

Trevor also advised that data confirms that Covid cases are increasing in Cheshire with increased numbers of deaths in the community and in care homes.

#### **Updates/News from the Practice:**

- A further Advanced Nurse Practitioner (ANP) is due to start on 4 January 2021 – this will be a phased start until March (as she completes other commitments). As experienced as Gillian, this additional appointment will be a great asset to the Practice.
- There have also been changes in our reception and admin staff, most recently with an excellent appointment and we will also be hiring another receptionist shortly.
- The VSG is to be commended on the roll-out of the flu vaccines to the +50-year olds. The feedback has been superb, positive, and congratulatory. It is also excellent to report that over 95% of our +65-year olds have been vaccinated (*compared with 88% at this time last winter*). Thanks were extended to the brilliant staff on reception for their seamless administration and thanks to the PPG who have pushed this and Patient Access.

#### **Any Other Business:**

- Terri raised future 'medicine shortages' during the BREXIT transition since this has received much press coverage. Esther outlined that stockpiling has taken place on Category 1 products, that procedures exist for expediting the passage of those products and ensuring that supply chains are not compromised.
- Ian Waddington commented on the positive document that had been circulated from our Social Prescriber – unanimous agreement that it was brilliant and should be placed on the Website.
- And, finally, **CONGRATULATIONS** to Nikki in obtaining her Masters (with Merit). Very well deserved and more than pleasing to learn that Nikki obtained a distinction classification on her dissertation! Very well done from all!

#### **Date of Next Meeting (wider PPG Group):**

19 January 2021.

