

Minutes of VSG PPG (by Zoom), held on 16 February 2021 at 6.30pm

Present:

Esther Sadler-Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Denise Chilton, Sheila Caddy, Suzy Leaman, Ian Waddington, Nikki Roseblade, Mags Roseblade, Anne Dawson, Gillian Jones, Iain Cameron (*note Clare joined the meeting late because of work commitments*)

Apologies

Sheila Sheen, David Hughes.

1. Approval of Minutes.

The PPG Minutes of 19 January were approved with one amendment – apologies to Gillian Jones who was present (*delete the name of John Roberts from attendance at the January meeting*).

2. Matters Arising

Several matters remain 'arising' because of the Covid pandemic – listed below as a point of reference and/or included on the Agenda -

- Survey Update (Agenda Item 4)
- Patient Access FAQs for the Website
- Survey summary selective findings – Nikki
- Comments Box trial Patient Access
- Trial of video/speaker for door – new set up

3. Update from RA Chairs

The RA met on 5 February after the RA Board Meeting.

The issue of FAQs around Covid-19 vaccination had been reported previously (January Minutes) – ongoing discussion continues since there is scepticism and questions remain regarding purpose and the need for information to be up-to-date.

Discussion regarding a single Website continues across all the practices.

Esther alerted everyone to the CCG Website which is both up-to-date and which is populated with lots of Covid information - <https://www.england.nhs.uk/ccgs/>

Esther also raised the issue of future 'mergers' of Cheshire with others but she had no further information at this point.

4. Survey Team – Status Update

The Survey Team met on 20 January.

With Covid remaining the priority, the consensus is now for a summer roll out of the Survey and that undertaking a Survey during a pandemic was futile.

It was stressed that we still need to be able to compare/contrast/map the outcomes with the previous Survey in relation to the type of questions asked of our patients and that we do not want to include areas over which we have no control. Trevor made comment that patients' needs remain the same; it is simply the mechanics of the delivery which is different.

It was agreed that the Practice has been on a very steep learning curve during the pandemic and that ultimately there are areas to which we might not revert. It was suggested, therefore, that tick boxes relating to 'what we've done'; 'what we want to continue with', and 'what do you think' might be appropriate.

The Survey Team will continue to 'tweak' and Trevor will supply potential examples of 'tick boxes' for inclusion.

5. 'Happy to Chat' Benches

Denise outlined details of an initiative that had been rolled out in Cardiff – an initiative that enables individuals to go and sit on a designated bench, have a conversation (socially distanced) and which seeks to combat loneliness and isolation in communities; particularly during the pandemic. This initiative has received lots of support nationally and is a remarkably simple initiative. Trevor immediately supported any costs for signage being covered by the Surgery - (see exemplar).



Discussion took place on the availability of benches in Tattenhall, Farndon and Holt (there being a number of benches in all locations) and possible current/future options. There was VSG/PPG support for the initiative. Once more details are available such an initiative would need to be placed before the respective Parish Councils – from concept to delivery.

Denise agreed to lead this initiative and would research further. Esther also offered her support.

6. Update on Covid-19 Vaccination

Trevor reported on changes to the prioritisation categories for the vaccines and Nikki/Terri will update the VSG and Tattenhall Online Websites.

- There is a slight change to the national roll-out policy with the government having just announced that a further 1.7m individuals are to be added to the shielding list in England. These individuals, together with 16-64 year olds with serious underlying health conditions, are now regarded as the next priority group for vaccination at Cheshire View.
- Timing has not changed but this adjustment means that the cohort comprising 65-69 years olds will **NOT** now be vaccinated at Cheshire View. When you receive your letter from the NHS, requesting that you book your COVID-19 vaccine appointment, you must make an appointment at the new mass vaccination centre which has been established at Chester Racecourse or in locations such as Boots. Follow the link and book online [CLICK HERE](#).
- It is important that you do not ring the surgery — simply book your appointment yourself when you get your letter — regrettably, there is no 'golden ticket' to faster track access to a vaccine.
- Please be assured that the VSG staff are using every tool available to them to ensure that no patient is missed in this roll-out.

7. Other Updates from the Practice...

- The phone provider has been changed – positively the VSG now has 16 lines going out from the Surgeries
- Having had 5 staff test positive for Covid – everyone is now back at work but lateral flow tests now take place twice weekly
- There have been several painting upgrades to both Tattenhall and Farndon Surgeries (corridors/consulting rooms/reception areas/waiting rooms/old dispensary area at Tattenhall etc)– major upgrades, therefore, have taken place since the previous Survey
- The NHS has announced that due to Covid, the time frame in responding to patient complaints has been extended to 6 months other than 'clinical complaints', which will be dealt with immediately.
- Our new Advanced Nurse Practitioner (ANP) continues her phased induction going forward.
- Dr Griffiths has now resigned from the Practice – in that he has been replaced by locums during his absence, then the status quo remains. Trevor

commented that it would be highly unlikely that we appoint another Doctor since such appointments are scarce. Thanks are recorded in these Minutes, for the services of Dr Griffiths.

8. Any Other Business

Clare/Nikki reported on the quite remarkable and positive comments/letters that have been received from the older patient population in receiving their vaccinations at Cheshire View. *'It couldn't have gone better'* – as one of them then *'skipped across the car park'*. Uplifting news and all credit to the entire team who have given over and above during the pandemic.

9. Date of Next Meeting

16 March 2021 (committee)