

DRAFT MINUTES – VSG PPG ZOOM MEETING

16 MARCH 2021 AT 6.30PM

Present: Esther Sadler Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Mags Roseblade, Gill Jones, Trevor Ferrigno, Iain Cameron, Nikki Roseblade, Suzi Leaman, Ian Waddington, Anne Dawson

1. **Apologies:** Denise Chilton (joined the meeting at 7.03pm), Nigel Mitton, David Hughes, Sheila Caddy
2. **Approval of Minutes and Matters Arising:** The Minutes of 16 February 2021 were approved, accepting some matters remain outstanding because of COVID.
 - Survey Summary Selective Findings (Nikki and Esther)
 - Comment Box Trial Patient Access (Trevor and Nikki)
 - Patient Access FAQs for the Website

3. Update from RA Chairs/Live Webinar:

Esther gave a quick and partial review of the '*Cheshire West Integrated Care Partnership Live Webinar*' which immediately preceded this meeting, and which was scheduled to finish at 7pm – the objective - to enlighten individuals with facts about the vaccine – Esther had attended until 6.30pm.

- Informed that CWaC up to date on vaccine roll-out – 139,000 doses had been administered.
- Fertility concerns raised/addressed.
- Scripted answers re: worries of blood clots.
- Confirmed that it was not permissible to mix the vaccines.

General RA Update

- Mtg had taken place on 22 February – Chair from Tarporley on rotation list.
- Discussion re: vaccination programme – success of Racecourse Vaccination Centre and its capacity to administer 2000 daily doses.
- No information about future of CCGs/potential mergers.
- White Paper and the replacement of acronyms.
- Communication – those in attendance will recall that we had previously pushed back from the need for FAQs around Covid-19 (see previous Minutes).
- Need for a communication meeting with Charlotte Fisher (Co-ordinator) and Chris (IT Bunbury who is 'working toward' an IT communications remit) – recognised by all that we have such a superb asset in 'Nikki' and

that other members of the RA may not enjoy such expertise or equivalent successful social media platforms.

- Discussion about whether there should be one over-arching Website for the RA – unlikely and questioned whether it was, in fact, necessary – at operational level (Iain Cameron) we are highly successful.
- Kate has spoken with Charlotte and confirmed that Nikki does not have any available time to divert attention away from the needs of our own surgeries.
- Confirmed that Lyndsey was to join the Social Prescribing Network at Tarporley (2), Kelsall and Bunbury. For newcomers, Claire Lockerbie is our Social Prescribing Link Worker for the RA Primary Care Network, covering Tattenhall, Farndon and Malpas.
- Confirmed that '*International Social Prescribing Day*' was 18 March 2021 – Terri and Nikki had placed the links to the ZOOM Mtg 2-3pm on both VSG and Tattenhall Online Websites.
- Also confirmed that the ZOOM '*Care Communities Meeting*' was also scheduled for 18 March 9-11am (information had been circulated and attached to the Agenda).

TREVOR SHARED A CLIP ON SCREEN FOR SOME LIGHT RELIEF

enjoyed by everyone!

4. Survey Team:

No updates since agreed to defer this until summer 2021 in the light of Covid – a reminder that Trevor will provide Survey Team with some exemplar tick boxes for inclusion (see previous Minutes).

5. Dementia Action Week 17-23 May 2021: (Agenda Item re: Happy Benches now Item 6).

- It is likely that this Campaign will still go ahead in a 'virtual' format because we will still be within the constraints of the roadmap out of lockdown.
- PPG agreed to promote and participate.
- Clare to promote Dementia Friends online.
- Possibility of our Dementia Champion (*Rob Catlow*) to attend our next mtg as a precursor to the Campaign – Clare to check.
- Our May Mtg falls within the 'Dementia Campaign' dates – considered that it would be beneficial to engage in some way.
- Clare to report back at next meeting.

6. Denise Joined Meeting at 7.03pm – Happy Bench Update:

Denise has been unable to contact the Cardiff co-ordinator. She has spoken to CWaC to determine who oversees 'benches' in the Rural Localities Team – for guidance see this possible link although it does state to contact the Parish Council first <https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/highways/street-furniture-licence.aspx>

Gill reported on benches in Holt. Protocols need to be determined (Denise, Esther, Mags).

7. Updates/News from the Practice:

Clare shared the 'Big Reveal' – the VSG team has a new uniform(!), complete with logo.

• Vaccination Update

- all patients in the designated groups 1-6 and 16+ with underlying health conditions, have been vaccinated.
- Those patients that were unable to attend (other than housebound), will now be required to contact one of the Mass Vaccination Centres
- Focus of Cheshire View will now divert to administering 2nd doses only.
- Surgery will make contact with remaining patients and fast forward them (ie now likely on the 11th rather than 12th week after first dose).
- 2,500 patients have been vaccinated.
- Clare to post 'THANKS' to all concerned in making this successful/seamless outcome.
- <1% of patients declined the vaccine.
- Priority is that the most vulnerable receive their 2nd doses asap.
- Trevor praised Nikki (together with Clare, Louise and Sue) who have masterminded/overseen the roll-out.

Other Updates

- Clare reported on huge increase in patients wanting to join the surgery – in line with housing developments at site of former Aldersey Arms etc. Denise asked for clarification of our capacity – Trevor confirmed that we could accommodate a further 2,500 patients, taking our maximum capacity to a footprint of 11,000 patients. Also confirmed that at Tattenhall there is sufficient physical space if required but that the remit of home telephoning/consulting has changed the way in which we operate in short term.
- New receptionist appointed – Anna Jones – an excellent appointment and comes from Wales with surgery experience.
- Discussion of future of Vaccine Hubs – confirmed that the lease on Cheshire View is until July 2021 and likely that other vaccination hubs will want to revert to normal business as the roadmap unfolds (eg Chester Racecourse). Likely that the bulk of individuals aged <50 will now have to attend other vaccination hubs (accepting that they are generally fit and mobile). Confirmed that the Surgeries will **not** be providing a Covid vaccine service since it diverts clinical time and capacity from the practice. Likely that Community Pharmacies will be used. Trevor confirmed that our priority must be to get back to dealing with our patients.
- Confirmed that the feedback from our patients on the roll-out has been excellent.

- Trevor confirmed that there has been a slight change to the way a.m. and p.m. appointments are allocated – most patients completely happy with this. This to be monitored outside of the lockdown.
- Trees – 3 trees at the Tattenhall site require felling and/or seriously pollarding (at a cost of £2,500) since they are potentially endangering patients and might also fall on vehicles. Esther as a Parish Councillor queried Conservation Area and the need for replanting if trees are removed.
- The future of CCGs – to be discussed and voted on i.e. a merger which might involve grouping with areas such as Liverpool/Stockport etc. This will have a more than proportionate negative impact on our patients since our tranches of money will become smaller – i.e. those areas having greater social deprivation than ourselves will receive a larger proportion of monies.
- The issue of postcodes has reared its head again – Trevor reported that he had been approached by NHS Wales requesting information on the numbers of patients that access our services but have a Welsh postcode (*in Oswestry, for example, 8500 patients are registered with English GPs but have a Welsh postcode*). Trevor is committed to protecting our Welsh patients.
- Abuse of Surgery Staff – wholly unacceptable. Trevor and Clare reported that this problem is now worse than it has ever been, and Trevor explained the protocols in issuing letters and then terminating service provision to abusive patients. Messages to be ramped up advising abusive patients that conversations will be terminated, that staff are not here to be abused and of the consequences following a warning. Telephone message to also incorporate a comment – currently Covid has been the priority on pre-recorded telephone messages. Terri to place a further Zero Tolerance article on Tattenhall Online.

8. Any Other Business:

- Spinney Project – thanks to the surgery for their letter in support of mindfulness and well-being – funding approved.
- Welly Walk – another initiative in Tattenhall (not unlike the Squirrel Trail previously). This initiative is in support of a MUGA – a multi activity games area. PPG opted for a Wooden Welly which will be appropriately decorated – the Roseblade family/Clare to action.
- Denise – to investigate Blog/Playlist/Dementia.
- Trevor – to forward details re: Claire Lockerbie to Denise – there are free resources/social prescribing etc.
- Esther reported that she would be away at the time of the scheduled AGM – ZOOM was discussed 😊 😊

9. Next Meeting: 20 April 2021 at 6.30pm (Wider Group).

