

## MINUTES – VSG PPG ZOOM MEETING (Wider Group)

20 APRIL 2021 AT 6.30PM

**Present:** Esther Sadler Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Mags Roseblade, Trevor Ferrigno, Ian Cameron, Nikki Roseblade, Ian Waddington, Denise Chilton, Sheila Sheen, Nigel Mitton, Jan Fereday-Smith, Wendy Bell, Stephen Hornby

*The start of the meeting was a point of reflection following the death of one of our founder members, David Hughes. David was very fondly remembered not just for his contributions to the PPG, for his local walks which are featured on the VSG Website, but for his warmth, wit, and wholesale love of his local area. The group paused and raised a glass in remembrance of David. Details of the funeral were announced.*

### 1. **Apologies:** Helen Whittle, Suzy Leaman

### **Item 9 (part) ‘Vaccination Update’ moved up the Agenda since Nikki had another appointment:**

- Nikki updated the group and confirmed that no first vaccines are now being undertaken at Cheshire View; the focus being the administration of second vaccines (the lease on Cheshire View concludes in July 2021). It is also likely that most mass vaccination centre venues will wish to return to ‘business as usual’ by 21 June (eg the Chester Racecourse), in line with the government roadmap, and that other locations will be sought.
- Nikki also confirmed that patients living in a household with an immunosuppressed patient will now be invited for vaccination but that everyone else will be expected to attend the mass vaccination centres. There was some discussion regarding the definition attached to ‘immunosuppressed’ patients (i.e. receiving strong chemotherapy/transplant patients etc) but that such patients would be notified together with members of their household who might not yet have fallen within the age criteria required to receive a vaccine.
- It was also confirmed that all patients who were regarded as having an ‘urgent underlying health need’ have now been vaccinated.
- Welcome news - no vaccines have been ‘wasted’ and ‘no-show’ patients amount to <5-10 patients. (*Nikki left the meeting*).
- Trevor confirmed that there are 40,000 patients in the PCN (Primary Care Network) and that ‘Cheshire View’ has vaccinated 17,000 patients (including the most vulnerable and that the vast majority have now had their 2<sup>nd</sup> vaccinations too). It was confirmed that we have captured in the region of 98% of the vulnerable patient footprint and that, by definition, this ‘geographical area’ might, therefore, feel a tad safer.

**2. Approval of Minutes and Matters Arising:** The Minutes of 16 March 2021 were approved, accepting some matters remain outstanding because of COVID. It was also noted that copies of all draft Minutes should now be sent to the 'Wider Group', albeit that Minutes appear on the VSG Website

- Survey Summary Selective Findings (since some patients were keen to receive the results of Nikki's dissertation, it was agreed that Esther would now oversee this 'Summary', thereby reducing Nikki's workload)
- Comment Box Trial Patient Access (will not be re-instated)
- Patient Access FAQs for the Website (on hold)

**3. Updates from RA Chairs/CCG Chairs:**

**RA Chairs Meeting:**

- Esther confirmed that Tarporley are the lead on the 3-month rotation.
- Charlotte Fisher is seeking to call a meeting relating to the wider group of care communities (fire/police etc).
- Communication was again raised with pressure from other PPG Chairs in the establishment of a Primary Care Community Website. Recognising that we have an excellent relationship with our VSG and a variety of platforms to use in communication with our patient footprint, the value of such a Website was questioned, as was the value of a Primary Care Newsletter.
- There was praise regarding changes to social prescribing.

**CCG Chairs Meeting:**

- Graham Littler discussed the role of the 'Integrated Care Partnership'. Concern was expressed by Chairs in the Rural Alliance that 9 care communities were shown but that the boundaries on the map were inaccurate, with some omissions (eg Bunbury). It was recognised that this was important data since patients were directed to where they might go in partnership with CWaC (Live Well). There was also concern regarding the duplication of effort of the 'Live Well' output as well as ignorance of the work of Tracy Palmer of the Care Hub who is also instrumental in signposting patients to available services. It would appear (in part), therefore, that what purports to be a collaborative and 'integrated care partnership' has some shortcomings.
- It was reported that Northwich PPG has had some success in recruiting younger members to the PPG – this to be discussed at our May meeting.
- Trevor reported that it had been the intention of the VSG to withdraw from the PCN on 1 April but that a change to the rules would have resulted in some services then being unavailable to our patients. He also reported that the VSG are about to appoint Mental Health Councillors (see Agenda Item 9).

- Esther reported that the Board feels 'Care in the Community' is the way forward, but that other PPGs are demanding to be involved, principally because this is the only way that some of the PPGs receive their information.

#### **4. Survey Team:**

No further updates: this remains ready for July 2021 – a reminder that Trevor will provide the Survey Team with some exemplar tick boxes for inclusion.

#### **5. Newsletter/'Wednesday Wisdom':**

Clare retains the 'topic list' for 'Wednesday Wisdom' nuggets but that the current Covid workload prevents immediate action. Trevor confirmed the enormous pressure experienced by the team.

#### **6. 'Happy to Chat' Benches**

- For the benefit of the wider group, Denise explained this initiative which seeks to tackle loneliness and (in our case) rural isolation, and then gave an update.
- Contact with CWaC has been made. They are happy to provide and/or replace existing benches in line with health and safety issues. Our initial thoughts regarding the signage kindly offered by the VSG, therefore, are now redundant. The costs are approx. £655 (inc VAT) for a replacement bench and £690 (inc VAT) for a new bench. All benches are wooden.
- The VSG very generously agreed to support this initiative and fund 3 new benches (1 in Farndon, 1 in Tattenhall and 1 in Holt). They would each have an appropriate inscription in line with the initiative, but it is the wish of all concerned that the Farndon bench has an additional dedication to David Hughes. The group unanimously thanked the VSG for this generous offer.
- It was also agreed that Holt Parish Council be approached in consideration of a bench being installed in that location – adhering to protocols etc (Gill Jones to investigate).
- Discussion took place regarding available grant funding from Parish Councils whereby local clubs/groups/societies apply for financial support toward a project (this is not to be confused with the Member's Budget of our Ward Councillor). Terri agreed to put together an expression of interest to Tattenhall Parish Council (noting that all applications have been previously capped at £500). This might also be a consideration for our other Parish Councils.
- In tribute to David Hughes, it was also suggested that some of the group might wish to undertake one of David's walks as a future fund-raising initiative (in line with any Covid regulations on outdoor mixing) and pause to 'chat'.

#### **7. Dementia Action Week 17-23 May 2021:**

- Clare confirmed that our interest has been registered with the Alzheimer's Society.
- Content for Dementia Action Week still to be announced.
- Fortuitously, our meeting on 18 May falls within Dementia Action Week.
- Rob Catlow (our Dementia Champion) is more than pleased to run a Zoom 'Dementia Friendly' training session which will immediately precede our May Meeting (6-7pm) – Clare to liaise with Denise regarding link invitations etc.
- It would mean that the next PPG Meeting starts at 7pm since some members of the group might want to attend and/or refresh themselves since Rob's last session.
- Denise is working toward the completion of the Blog Play List – to be ready early May.

#### **8. Discussion led by Trevor – What should be the 'new normal' for surgery patients:**

- Trevor acknowledged that the VSG has operated very differently during Covid but that consideration and appropriate planning of the 'new normal' are required in advance of the government roadmap out of the pandemic.
- Trevor listed the very positive reduction in numbers of Covid infections and how scant are the numbers now testing Covid positive in both Tattenhall and Farndon (<2 in each location).
- It was acknowledged that this is testimony to the diligent and prolonged work of the practice in protecting the staff and the patients and the hugely successful rollout of the vaccination programme (outlined above).
- Group discussion took place regarding a possible transition programme toward the 'new normal' and which will require inputs from all stakeholders. It was stressed that this should mirror the national roadmap in terms of key days so as to avoid confusion (e.g. by 17 May individuals can meet indoors etc).
- It was acknowledged that there is still caution with older members of our community who will require time to adjust/regain their confidence.
- In alignment with the government roadmap and continued vaccination success, therefore, it was initially proposed that:
  - **from 17 May** VSG patients would be allowed into the Surgery reception areas with protocols relating to adequate ventilation/continued use of face masks/provision of sanitisers/social distancing etc. This provides a trial in advance of the government end date of 21 June.
  - **from 21 June** telephone triaging of patients will continue but it is proposed that 1/3<sup>rd</sup> of appointments will be available as face-to-face appointments.
  - It was confirmed, however, that if patients used Patient Access to book appointments, then those appointments would all be telephone/video appointments as it is not possible to distinguish between telephone/video and face-to-face appointments using Patient Access.

- It was felt that these were cautious but positive steps toward a 'new normal' and that our patient footprint would welcome such proposals.
- It was also noted that these proposals might well influence some Survey questions.
- In response to a question raised in the wider group, it was also confirmed that video conferencing already takes place, and that the VSG wishes to continue with this procedure.

## **9. Surgery Updates:**

- Trevor confirmed that the VSG has followed the guidelines on age cohorts regarding the vaccination rollout but that no vaccinations would be administered at the Surgeries.
- Trevor also confirmed that the VSG would have in house Clinical Pharmacists from July 2021.
- Regarding our patient footprint - +113 patients have registered with the Practice in the last quarter (possibly because of Covid). This takes our Patient Footprint to 8,632.
- Our Advanced Nurse Practitioner continues with her phased induction and by July will be working 3 days a week, providing 6 sessions.
- An important area for future development is the appointment of Mental Health Councillors. Kate and Melissa are interviewing on Thursday 22 April. Trevor confirmed that provision of space will be provided for the Councillors to operate out of Tattenhall (evening sessions to be agreed).
- Clare was delighted to announce that there has been a strong and positive reaction to the Zero Tolerance/verbal 'abuse' strategies and that the new telephone message has hit the right tone. Zero tolerance has been reinforced with articles on Tattenhall Online.

## **10. Any other Business:** - Younger representation on the PPG to be on next month's Agenda.

VSG to provide numbers of patients registered/using Patient Access at our next meeting.

## **11. Date of Next Meeting:** - 11 May at 7pm (preceded by Dementia Training Session 6-7pm).

