

Minutes of the Wider ZOOM PPG Group Meeting

Tuesday 18 May 2021 – 7pm

Note: This meeting followed the Dementia Training Session which was held at 6pm by Zoom and which was agreed to be excellent by those in attendance.

Present: Esther Sadler-Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Mags Roseblade, Nikki Roseblade, Ian Waddington, Ian Cameron, Anne Dawson, Denise Chilton, Stephen Hornby, Jan Fereday-Smith, Stephen Hornby

1. Welcome and Apologies: Gill Jones, Sheila Sheen, Sheila Caddy, Wendy Bell, Suzy Leaman.

- It was also announced that Nigel Mitton was stepping down with immediate effect and the Group recorded thanks for his work, particularly as Vice Chair during the formation of the VSG PPG in 2017.

2. Approval of Minutes and Matters Arising: The Minutes of 20 April 2021 were approved, accepting some matters remain outstanding because of COVID.

- Esther now ready to proceed on the Survey Summary Selective Findings re: Nikki's Dissertation.
- Patient Access FAQs for the Website (on hold)

3. Proposal to Amend Constitution to increase maximum membership from 20 to 30: Esther advised that members in attendance at tonight's meeting were insufficient in number to form a quorate group. With hindsight it may be preferable to only increase to 24, to enable 2/3 majority for votes. The group discussed this and whilst initially there were some reservations, by the conclusion it was agreed that increasing the membership to 24 would not be an issue for those present. It would also be necessary to have the opinions of those members not in attendance. Esther/Terri to confirm possible non-attendees and whether they might wish to step down which, of course, impacts on the quorate group. This will be on the agenda for next time.

4. Update from RA Chairs and CCG

- **RA Chairs:** PPG Chairs only invited to attend bimonthly. There is disquiet by some, that they are 'potentially' excluded from receiving vital information. There was of particular concern regarding the Care Communities and its value to PPGs.
Kelsall PPG chair will represent all – Caroline.
Julie Johnson (Kelsall practice manager) will act as a link.

- **CCG:** Meeting hosted by Peter Folwell. 20 or so in attendance from CWaC PPGs. There was a fact-finding end of session. Esther felt that personally this was less helpful than previous meetings.

5. Survey Team – Status Update: On hold; requires inputs from Trevor.

6. Happy to Chat Benches: The group received ‘amusing’ updates from Denise concerning the multiplicity of protocols which were required by CWaC in seeking permissions to site benches/address liability issues/dedicate etc. Denise had previously circulated images of proposed bench/signage. Denise will report back further at the next meeting.

7. Newsletter/Wednesday Wisdom: Remains paused.

8. Updates/News from the Practice:

- **Nikki** – delighted to announce that the practice had almost finished its final stage of vaccine administration – the next clinic at Cheshire View was imminent 21/22 May. There might be the requirement for a ‘mop up’ session but individuals would now be encouraged towards mass vaccination centres.
- The VSG has administered approx. 2700 x 2 vaccines and everyone commended the enormous workload of practice members to reach such an impressive figure in relation to the designated cohorts.
- The numbers of phone calls received by the practice is decreasing but younger patients are now restless and simply want the vaccines. They particularly want the vaccines, of course, for a possible Vaccination Passport to allow travel.
- There is no confirmation as to where a future mass vaccination centre might be located when the Racecourse reverts to normal business. Boots at Chester/the Pharmacy at Vicars Cross etc all scaling up their operations.
- General discussion about potential top-up vaccinations in September but still an unknown.
- **Trevor** – the practice is scoping out its ‘new normal’. Announced that there had been a complete lack of information relevant to the relaxation of some government regulations on 17 May, at which time, individuals could meet inside.

- The ambition of the Practice continues to be a staged approach, thereby protecting patients and staff.
 - 1 person will be allowed in the Foyer at Tattenhall and 3 in Farndon – 2 metres apart.
 - Ventilation – doors and windows will be open.
 - In the waiting rooms there will be 7 chairs and 5 chairs spaced 2 metres apart for Tattenhall and Farndon respectively
 - The advice is not to arrive early because patients cannot enter
 - This message needs to be communicated (the doors will probably not open at 8am, rather at the time of the first clinic)
 - It continues to be about managing safety – sanitisers at doors/masks to be worn inside etc.
- For information – telephone triage will continue - patients cannot choose a face-to-face or telephone appointment – the GP decides that outcome.
- Trevor outlined some positive changes to the administering of antibiotics for Urinary Tract Infections and following NICE guidelines; that appointments were being usefully offered to use up available slots; that Physio slots had increased (rather than by telephone); but that whilst Patient Access slots had increased in number, they were not being used.
- Trevor emphasised that appointments relate to 1 problem – clinics are over-running by 15-20 minutes because patients seek to discuss more than 1 problem.
- All in all, therefore, it is a slow return to normal but the practice feels that it is not to be bullied into change – rather the GPs decide whether a patient is actually seen.
- There was some discussion as to whether patients have built up a number of problems because of their reluctance to make an appointment during Covid. Trevor was insistent that they are not being seen at the secondary care level and that reasonably there is nothing the VSG can do about that.
- It was agreed that there needs to be clear messaging and signposting for the future – building on the good work of Ian Waddington previously.
- The next meeting also needs to address promoting Patient Access – Trevor circulated current figures to all members during the meeting
 - 69% of our patients now have Patient Access
 - 70% of patients that have Patient Access use it
 - This is nearly 100% increase in under three years

- We will continue to promote Patient Access for patients to use for booking appointments, ordering repeat medication and accessing their medical records.
- Trevor also announced that remedial work had been completed regarding the trees.
- **Staffing** – Trevor confirmed that from 12 July, a full time permanent Clinical Pharmacist would take up position, Shin Man Low.
- Trevor also confirmed that the NHS Vaccine Passport would not be available from the GP, rather it would be through the NHS App. Patients should not telephone to ask about the Vaccine Passport as the practice is unable to provide vaccine passports and it is essential that phone lines remain free for people who need medical assistance. It is to be stressed that the NHS App is separate to the NHS COVID-19 App, which is used for contact tracing.

9. Any Other Business – Younger Rep on Committee: – defer until June Meeting.

- For information – ‘Malpas Cancer’ has wound up
- Name for Tattenhall VSG Wellie please – see previous minutes regarding this initiative.

10. Date of Next Meeting 15 June 2021 at 6.30pm (*Terri will be in the Outer Hebrides so a volunteer for the Minutes please*).