

Minutes of the VSG PPG meeting Tuesday 15th June 2021, (a transcript of a recorded Zoom meeting.)

Present - Esther Sadler-Williams (Chair), Ian Waddington, Nikki Roseblade, Trevor Ferrigno, Sheila Caddy, Gill Jones , Denise Chilton, Mags Roseblade (part)

1. Apologies – Clare Marsh, Suzy Leaman, Ian Cameron, Terri Hull, Jan Fereday-Smith, Helen Whittle, Wendy Bell

2. Minute taker. There were no volunteers so it was agreed that the meeting would be recorded and Mags would type up the minutes from the recording as she was leaving the meeting at 18.45h.

3. Minutes of the last meeting, 18th May 2021, were approved.

Matters arising

- a) Results of Nikki's dissertation survey have been requested by a patient. Esther has edited the version presented to the PPG previously, and a copy will be sent to the patient. The link to the results will be published on the PPG website and not shared with each respondent individually as this would be complex. **Action Trevor/Nikki**
- b) Patient Access FAQs - to discuss later in meeting.

4. Committee Membership and Proposal to Amend Constitution to increase maximum membership from 20 to 24.

ESW wrote to three members who don't attend regularly and had replies from two, Julie Carmichael and John Roberts. Both agreed that they would like to step away as they are busy with other commitments, their involvement was noted and everyone expressed thanks to them for their involvement to date. This would take the regular attendees to 19, leaving only one space for the proposed 'younger members'. It was felt that an added attraction for younger members would be if they could attend as a small group. Discussion around approaching school sixth forms in the area took place and Denise offered to visit schools to discuss what the PPG do and how students' involvement could be of benefit. ESW suggested that she could approach Claire Lockerbie too.

A vote to increase membership would not be possible for this amendment as a quorum was not present. **Action: To be considered at AGM in October**

5. Update from RA Chairs by ESW

One of the PPG chairs will attend the meeting of the RA every 2 months from now. Lots of discussion about surveying patients about telephone triage. Julie Johnson from Kelsall shared a simple survey that a Chester practice had used and Esther fed back thoughts to them on their survey. It was agreed that this was different and not as extensive as our survey and it was agreed the VSG will not participate as extrapolation of data more pertinent to VSG is preferable.

The new Cheshire Live Well website from the CCG is intended to supersede the CareHub which is a private organisation to which practices can subscribe). ESW's first impression was that, unlike Care Hub, it wasn't particularly user friendly.

TF commented that the CareHub has been used regularly by the PPG and also by Claire Lockerbie as it signposts people to local activities and organisations relevant to their area. He asked if the annual fee to continue with it (£120) was worth it. ESW said she felt it was worth continuing as there seems to be confusion about the Live Well website. One of the RA PPG chairs who is I.T. literate said the interface of the website was not at all user friendly and if this was the case how could patients use it with confidence? The response to this from Julie Johnson was that all the social prescribers would be trained on using it so it fulfilled its remit. ESW and other chairs were not convinced - how would patients use it? The PCN/CCG will cover such a wide area from next year that information cannot be so relevant locally. TF said he would buy the licence for Care Hub another year and see what evolves from the Live Well website.

6. Survey Team

No updates - it's ready to go when a date is decided by the practice.

7. 'Happy to chat' benches

Farndon: If the bench is installed on private land (as is the case with the grassy area in front of Farndon Surgery) the council don't need to be involved and the PPG can go directly to the supplier. Denise will liaise with the supplier to find a price. TF also said we could explore buying our own bench and install it with a plaque rather than awaiting the council input, and probably reducing expense.

TF asked about plans for Holt's bench. Gill Jones told the meeting that a bench has been refurbished on the cross, paid for by the friends of the late June Penk in her memory. The plaque says it is a Conversation Bench with words to the effect "please come and sit awhile and have a conversation" ...

ESW asked about Tattenhall and TF suggested that something similar was done at the Practice there, again, negating the need for CWaC involvement. Esther mentioned that there is a pot of money from the CCG (£600k) being offered for activities in relation to mental well-being, social benefit etc. Discussion about whether an application should be made took place but it was decided that it probably wasn't worth the effort involved as there is a lot of paperwork to complete by July 2nd and no idea when any money would be forthcoming if successful and what caveats there might be. All agreed to continue with plans to get the benches in place as soon as possible.

8. Wednesday Wisdom. Currently paused during the pandemic but plenty of ideas in the planning.

9. Updates/News from the Practice.

- a. Vaccination update. Nikki reported: Approximately 76% of patients have had a first vaccine and 55% have had two. The Chester Racecourse closes this week and further vaccinations will be available from Ellesmere Port, Boots, Vicar's Cross and Chester's City walls practice. Dr Siddorn had heard feedback that the City Walls venue worked well. There have been data update issues, not from the RA, but in mass vaccination centres being slow to feed back data of vaccines given to the patients' own practices. There has been a lot of stress for the reception staff dealing with Welsh patients who have been vaccinated away from Cheshire View not having their status updated on their medical records - this is a fault of the

NHS Wales IT systems and is under investigation. Ian asked if people attending Mass Vaccination centres could choose which vaccine they had. Nikki explained that under 40y olds will always be offered Pfizer unless they have complex allergies in which case AZ might be deemed more suitable - this would only be a clinical decision. Nobody else would be offered a choice. Nikki explained that the Pfizer vaccine has been used in trials of 11-18 year olds but the JCVI have not indicated their approval for this yet. Esther asked how many people from the 8800 VSG patients have gone through the Cheshire View site. Nikki wasn't sure of exact figures but thought in the region of 2800. Many more will have been vaccinated at Mass Vaccination Centres and until the data problem is sorted, the total number vaccinated won't be known but approx 4,500 have been double vaccinated.

- b. Review of the 'New Normal' by Trevor. At the last meeting it was discussed whether the surgery doors could be opened for waiting room use once more, but since then the guidance from the RCGP and BMA has been that so long as social distancing remains in place the current practises must continue. Telephone triage continues. Face to face meetings take place when clinically indicated. A review of working practice will take place after the Government decide that the data allows the next stage of opening up.
- c. Other practice updates: Nothing to report.

10. Topics for Discussion

Although only a small group attended this meeting, it was thought pertinent to start the discussion on these topics then continue at the next meeting.

a. How can we encourage the use of Patient Access?

- Nikki reported that there is an increase of approximately 20 new patients in the last month but use of patient access has increased by 200! This is probably due to the NHS app and the desire to see a personal COVID Passport. The NHS app is inferior (in Nikki's opinion) but all these apps (there are others as well as Patient Access) connect to the online ordering of medications and appointments. It's not straightforward for Nikki to see which app individual patients are using but it is very encouraging to see so many using online services.
- Denise suggested using stories/comments from patients (anonymised) about how simple the app or website is to use, e.g the ability to book appointments at the weekend or in the evening, and is happy to be involved with creating this
- Nikki will create a FAQ page.
- In addition, need to promote use to 'infrequent flyers' e.g. ability to see your medical record to verify information when applying for insurance.

b. How can the PPG promote the best use of a 10 minute consultation?

- Trevor felt the biggest problem was patients expecting to be able to discuss a 'shopping list' of various problems in one appointment. He felt that the best way was for the PPG to explain how selfish this was for the patients waiting for their call or to be seen. It adds to the time with the clinician and to the notes/possible referrals needed once the patient has left.
- Promoting the need to have **One Problem One Appointment** was important. If further problems need discussion, then the emphasis on double appointments, or further appointments, must be made. It's not possible to make a double appointment online as yet, only by phone.

- Denise suggested running a light hearted 'Your PPG's Top Ten Tips to get the best out of your 10 minute appointment'... campaign.
- In addition Denise has recently worked with Junior Doctors about opening conversations in a controlled way "We have 10 minutes, how can I best help you in this time?" rather than "How can I help you today?". Everyone agreed this was something we could do.

c. Signposting for treatment of Minor Ailments

- Ian made a signposting list of organisations and links to helpful websites and local information some time ago. Trevor pointed out that it was still **very relevant** and GPs are regularly using it for patients that can't be helped by them. The list is able to be texted and emailed via accuRx to patients as well as being available on the website.
- Nikki reported that the new pharmacist in Farndon is called Ashe He has another pharmacy in Shotton and plans, in due course, to run a minor ailments service. Staff have been retained and he is cautious about introducing new services too soon. An introductory biography of Ashe in a future newsletter will be run. He is a prescribing pharmacist so can offer more services than Graham Rigby was able to.
- An update on what all the local pharmacies are able to offer will be a future topic for the newsletter too.

11. AOB;

Complaints

Trevor told the meeting that the VSG doesn't receive many formal complaints but that he is thinking of passing them on (anonymised) to the PPG for perusal as it might help form articles for the future newsletter. He is also wondering if there are complaints that could be seen with different eyes by the PPG rather than surgery staff. **Action: Esther will add this item to the next month agenda.**

Younger Rep on Committee: **see discussion item 4**

12. Dates for Next Meeting:

Next meeting is July 20th.

The AGM meeting date will be moved from October 19th to October 12th - no objections to this.

Meeting closed at 8pm.