

Minutes of Zoom PPG Meeting held on Tuesday 20 July 2021 at 6.30pm

Present: Esther Sadler-Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Mags Roseblade, Nikki Roseblade, Suzy Leaman, Sheila Caddy, Ian Waddington, Anne Dawson, Gill Jones, Denise Chilton, Ian Cameron, Jan Fereday-Smith

- 1. Welcome and Apologies:** Esther welcomed everyone to the meeting. Apologies received from Stephen Hornby.
- 2. Approval of Minutes of 15 June and Matters Arising.** The Minutes were approved (Mags was thanked for transcribing in Terri's absence). Matters arising covered elsewhere on the Agenda.
- 3. Update from RA Chairs and CCG Chairs Meetings.**

CCG Chairs - Head of Clinical Services West Cheshire, Richard Kubilius, shared national dementia diagnosis targets and that, against these, Cheshire was behind (66.7%). Typically waiting lists are 6-8 weeks. Trevor stated that historically, Cheshire GPs have refused to take part in this with concerns relating to how estimates were determined etc.

Helsby and Frodsham reported on the success of their Care Community Hub and of their Youth PPG.

RA Chairs – (Julie Johnson, Practice Manager, Kelsall) – covered Flu & Covid Booster process – ongoing. Communications remains an issue in some practices, compounded by GDPR compliance. Comment made that patients are not always receiving reminders regarding Hospital Appointments. Charlotte Fisher remains keen to have a single 'PCN Website'. The Cheshire 'Live Well Website' is ongoing and continues to provide information about local and support services (will probably replace 'Care Hub Website').

- 4. Survey Update.** Agreed to defer to September/October 2021 pre AGM and by which time we may know what 'new normal' means.
- 5. Happy to Chat Benches.** Denise reported on current supply issues. Ongoing.
- 6. Newsletter/Wednesday Wisdom.** Trevor reported that Clare has agreed to take future responsibility for Website/Facebook/Newsletters (the latter to be produced bi-monthly). Discussion took place on potential topics/top-tips/signposting etc which will be circulated to PPG members.
 - **Week Beginning Monday 16 August** – single page format in celebration of the return of the Newsletter – to include positive messages/top-tips on returning to 'new normal'

- **Week Beginning Monday 13 September** (and thereafter bi-monthly) – full Newsletter.

Several members offered support and help – Nikki, Mags, Sheila Caddy, Suzy and Ian W.

Trevor also agreed that a ZOOM A/C be purchased separately which would also facilitate sub-groups to work on projects in the future – Denise was thanked for use of her business a/c throughout the pandemic.

7. Updates/News from the Practice (*please note that Trevor's connection was extremely poor and intermittent throughout this section of the meeting*).

- Covid Vaccine programme complete – (+23,000 Covid vaccines administered as a PCN, with over 20,000 at Cheshire View). Collective thanks to all staff/volunteers/patients.
- Autumn booster discussed but details currently unknown. Possibility of administering both flu + Covid booster together. Nikki confirmed that all flu vaccines have been ordered and that the Practice is working on schedules for that roll-out (with or without the booster).
- 'New Normal' discussed. Trevor confirmed that Tattenhall 'doors were reopened' week beginning 19 July but that same procedures apply – masks mandatory/social distancing/ventilation/hand sanitisers etc. This was trialled in Tattenhall and worked well – will be rolled out to Farndon but space tighter in that surgery.

Opening Times of Surgeries confirmed:

- Tattenhall – 8am-6.30pm
- Farndon (from 26 July) – 8.30am-5.30pm
- Complaints received since April 2021 were reviewed.
- Our new Clinical Pharmacist started on 12 July.
- Update regarding Dr Siddorn.
- Await clarification/guidance regarding Covid boosters but consensus that patients in rural areas would want such boosters administered at their local surgeries. This situation remains fluid and we will report further when details published. PPG agreed to provide support at future roll-out clinics.
- A new receptionist has started at the Practice following the departure of one of the team who has decided to take up a 'nursing career'.

8. Topics for Discussion itemised as Agenda Item 8, deferred until August Mtg.

- 9. AOB – Surgery Answerphone Message.** Complaints had been received regarding the 'tone' of the Answerphone Message. Zero Tolerance protocols have been reported (in context) on several platforms previously but abuse continues and has escalated (not unique to the VSG; rather a national problem). Trevor repeated that that his principal objective remains the protection of his staff. Clare to circulate a 'personal' report to PPG. Agreed that the Answerphone

Message would be revisited regarding 'tone'/contextualisation but that the content would not be dumbed down.

Younger Rep on Committee – deferred until next meeting.

Next Meeting 17 August 2021 – *Clare to Chair. New Zoom A/C will be operational. Esther to prepare and circulate Agenda.*