



THE VILLAGE SURGERIES GROUP PPG

AGM – TUESDAY 12th OCTOBER 6.30PM by zoom

Chair Review 2020- 2021

Well here we still are on zoom.. who would have thought it.

We have continued to meet monthly and the year saw some members dropping off, but we also welcomed some new members, and our current PPG committee currently stands at 19. We were all very saddened at the untimely passing of David Hughes, one of our founder members and a very active PPG participant whose has left us all the memory of his smiling face and wonderful walks.

One cannot go without mentioning the biggest success of the year which was the roll out of the vaccination programme and the fantastic work done by the surgery team. The work appeared unrelenting with so many of the team working very long hours, coping with changing delivery slots and changing cohorts from NHS England, but from the reports it was worth it with patients, irrespective of age, literally skipping into and out of Cheshire View. Thank you and well done!

During the year we did manage to welcome a couple of guest speakers; we were able to run a Dementia Friends session during Dementia awareness week in May as well inviting Iram Malik to our October meeting to help us understand the role of the Clinical Pharmacist – a key role which now has a permanent member of staff on the team.

From a communications perspective with the surgery's focus on the vaccination programme we modified our regular communications and started to create some 'Wednesday Wisdoms' when time permitted. As things eased slightly with support from Clare Marsh the Newsletter team were able to

deliver their first fully digital newsletter in September 21 which was jam packed with topics and very well received. Earlier in the year, Nikki Roseblade had completed a dissertation on understanding patient perceptions on the quality of service during the pandemic which provided some positive insights into their thoughts around 'remote' triage appointment. This data was shared with the PPG and those patients that requested it. The survey team have worked hard and our next patient survey is prepared and is ready to go- however we need to get the timing right with other priorities.

The year continues to see an increase in patients registering and using Patient Access (PA); with over 70% of patients registered VSG has the highest number of its patients on PA in Cheshire, – a statistic to be truly proud of.. but we can still do more.

So lots of positive activity. However, this to some extent has been overshadowed by a significant increase in abuse that the surgery team is experiencing from patients. This was very noticeable in the spring, the surgery answerphone message was modified but unfortunately the situation continues to present a challenge to the team as patients vent their frustration on the team when they perceive they cannot get an apt in a timely manner ; although compared with other regions in the country, we are in a much stronger position albeit not at the same level that patients have been used to in the past.. doctors get ill too! This indeed has been brought very close to home in the last few months and our thoughts continue to be with Dr Siddhorn and we all wish her well with her ongoing treatment.

From a community perspective the surgery and PPG supported a number of projects. The most poignant for us all was the agreement to install 'Happy to Chat' benches in both Farndon and Tattenhall; the former in the memory of David Hughes - thank you Denise for your persistence on this. In addition, the surgery supported the application for the Spinney grant, to create walkways and sitting areas in a large woodland that had become overgrown and impassable. The application was successful, and the project should complete in November for a December opening. The surgery also supported the Tattenhall 'Selfie with an Elfie' and 'Welly Walk'.

The Rural alliance PPG's have continued to work closely together. However, the valuable attendance at the RA Board meeting (now called PCN) was in jeopardy for a while being replaced by suggesting only attendance at a 'Community care Group', which was still trying to define its remit. Thankfully the PPG chairs can still attend both.

So as I hand over to a new chair, going forward into 2022 there will be a number of initiatives for us to support the practice

- Consider some sort of campaign to continue to encourage patients to make use or register for **Patient Access** and support them in doing this- we have to retain our #1 position Cheshire!
- **Recruit from younger demographics** to the PPG to ensure their voice is also heard
- Continue to collect ideas on how to **make the most of the 10-minute appointments** with the doctor
- Sharing of information for signposting **treatment for minor ailments**

Apologies if I missed anything as there has certainly been a lot to be proud of and talk about. In summary, 2021 has brought many of us hope in terms of the incredibly delivered Covid-19 vaccination programme. It is likely we are going to have to live with this disease in the population for some time to come whilst still getting on with our daily lives and understanding new ways of working. However, it is unfortunate that not everyone is patient and understanding, and as a PPG we must continue to champion the wonderful work our practice team does under the most challenging of circumstances helping where we can. Thank you!

Esther Sadler-Williams
Chair VSG PPG