

**Minutes of the VSG PPG held on Tuesday 28 September 2021 at 6.30pm (by ZOOM).**

**Present:** Esther Sadler-Williams (Chair), Claire Marsh (Vice Chair), Terri Hull (Secretary), Sheila Caddy, Suzy Leaman, Nikki Roseblade, Denise Chilton (joined the meeting at 6.49pm) and John Proudlove

**Apologies:** Trevor Ferrigno, Mags Roseblade, Anne Dawson, Sheila Sheen, Gill Jones, Helen Whittle, Wendy Bell, Ian Waddington, Ian Cameron

- 1. Introduction and Welcome:** John Proudlove was welcomed to the group and John gave a quick *résumé* on why he had chosen to become involved.
- 2. Minutes: Minutes of 17 August 2021 were approved** (*Mags was thanked for producing the Minutes in Terri's absence*).
- 3. Survey Team Update:** A short background to the Survey was given since John Proudlove has joined the group (emphasising that questions were similar to our previous Survey, thereby allowing the data to be compared and contrasted etc). Trevor to action the date for the Survey to allow for the maximum response. It was agreed that half term and flu clinic roll out dates should be avoided – the possibility of the beginning of November 2021 was suggested.
- 4. 'Happy to Chat Benches':** Denise updated the group – the paperwork to be signed off/agreed by Trevor. The final inscriptions were agreed as below and Denise was thanked for her work in this respect (and for keeping us entertained on this topic):

The Tattenhall bench

**Happy to Chat**

**Please sit here if you don't mind someone stopping to say hello**

The Farndon bench

**Happy to Chat**

**In memory of David Hughes who always made time to chat**

Both benches to have brass plaques for the engraving.

Installation should be in 3-4 weeks.

Discussion re: possible 'ribbon cutting' and of a 'Walk' in memory of David.

- 5. Newsletter:** Feedback was very positive and Clare was congratulated on her efforts. John Proudlove made a minor comment on the difficulty of reading some of the print against the chosen background colour – to be adjusted next time. Clare advised that she has lots of pending information/feature ideas for the next newsletter – Pharmacy/feature on Nurse Practitioner/Proxy Update/Patient Access (we are the top practice in Cheshire for Patient Access by % registered with application and online)/Spider Café Project/Mental Health etc. Group discussion digressed slightly to discuss our ranking as top practice re: Patient Access.

Suzy raised the issue of a potential 'call back' service and emphasised the importance of still maintaining 'face-to-face' appointments albeit that it is recognised that some of the data suggests that this is not necessary for some patients.

## 6. Updates:

**The Flu Clinics to be held at Tattenhall and Farndon (9<sup>th</sup> and 16<sup>th</sup> October)** were not yet full and appointments necessary (these are not drop-in clinics) – Terri to place article on Tattenhall Online – encouraging individuals to sign up. Marshals agreed for Tattenhall and Farndon – Esther to co-ordinate.

**Covid Boosters** – Nikki updated the group on the Covid Boosters and eligibility, emphasising that these would not be issued at the Surgery or at previous hubs which had now reverted to normal business. The NHS will contact eligible individuals once the 6-month period had lapsed from their 2<sup>nd</sup> vaccine. Information would appear on VSG Website and Terri will make comment on Tattenhall Online.

**Review of Recent Complaints** – deferred until Trevor present.

**Pharmacy Consult Service** – discussion regarding Brendan's support from the Well Pharmacy.

## 7. Topics for Discussion (continued from June/July etc).

**How can we encourage use of Patient Access** – we are the top surgery in Cheshire in this respect (as above) - Nikki to examine availability of a short video at point of registration.

**How to make the most of 10 mins appointments** – 10 mins top tips rolled over to 12 October following AGM – Denise shared link <https://www.youtube.com/watch?v=D0apFJsgXRE&authuser=0>

**Possibility of new locations for Face-to-Face Mtgs to be explored.**

8. **AGM – 12 October. Normal monthly meeting to follow.** To be publicised on VSG Website and Terri will ensure that this is on Tattenhall Online too. Esther will give her annual report (copy to be forwarded to Secretary for inclusion in the file) and election of officers required.

Chair, Vice Chair and Secretary positions are open and nominations should be sent via VSG.PPG email by Friday 8 October 2021 – posted on the VSG Website.

9. **AOB: Discussion re: younger PPG profile.** Possibilities of approaching PTAs at Heber/Tarporley High Schools; a personal story from someone who has experienced 'the inside'; DofE gold award students who are looking for

community service inputs; Buddies; emphasising out-reach and the skills set that is gained from such involvement. There is a need to emphasise what a young person gains from being on the PPG (Personal Statements etc.). Ideally, several 'younger' members would be welcome to accurately represent the demographic of the patient footprint.

**10. Date of Next Meeting: Tuesday, 12 October – following the AGM which starts at 6.30pm.**