

## **Minutes VSG PPG (by Zoom) 12 October 2021 (following the AGM)**

**Present:** Esther Sadler-Williams (standing in for Denise Chilton, newly elected Chair), Mags Roseblade (newly elected Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Nikki Roseblade, Sheila Caddy, Ian Cameron, Ian Waddington, Anne Dawson, Jan Fereday-Smith, David Williams

- 1. Welcome and Apologies:** Gill Jones, Suzy Leaman, John Proudlove, Denise Chilton, Wendy Bell.
- 2. Approval of Minutes:** Draft Minutes of 28 September 2021 meeting were approved.
- 3. Matters Arising:** Action regarding younger representation on the Committee deferred.
- 4. Survey Team Update:** Esther contextualised for David Williams (new participant).

Trevor announced that regrettably the Practice was not prepared to support the Survey during 2021 since, in the context of the pandemic, it was felt that the Survey would have little relevance because currently there was considerable dissatisfaction with the NHS. It was felt that this could skew the data outcome and that analysis/feedback would be distorted. The PPG unanimously supported Trevor and it was agreed that the Survey be 'parked' in short term.

- 5. Happy to Chat Benches:** These are signed off and we await delivery. Denise and Trevor to liaise. It was agreed that the Farndon bench would be located in the grassed area in the surgery car park at Farndon and that, in memory of David, a 'Walk/Mulled Wine/Stollen' event take place nearer to Christmas. The decision regarding the location of the Tattenhall bench to be agreed – it was suggested that Denise organise an online meeting with Tattenhall PPG representatives to take this forward.
- 6. Newsletter Update:** Clare updated the group on possible content of next Newsletter - to include Patient Access, Nurse Practitioners, Proxy Access, Pharmacy Triage, Mental Health issues etc. There was discussion regarding Pharmacy Triage procedures with Nikki updating the group, advising that a Clinical Code was required to refer patients to the Pharmacy and that this Code is then added to Patient Records. The benefits to both GPs and Patients were outlined. Confirmed that this would only apply to Tattenhall (involving a two-way dialogue with Brendan Nyss at the Well Pharmacy in Tattenhall). It was recorded that Farndon would be '*working towards*' this since the new Pharmacist has only recently taken up position. It was confirmed that the Farndon Pharmacy would undertake Flu Vaccinations.

Jan raised 'face-to-face' appointments and the Practice position/plan to take this forward. Trevor stated that he would discuss this in the 'Updates from the Surgery'.

The move to a completely paperless outcome was raised (in context of Climate Change). Terri to liaise with 'Transition Tattenhall'. Trevor committed to Climate Change inputs from VSG. Noted that we should still be mindful that some older patients are non-users of digital technology.

## 7. Updates from the Surgery.

**(Updates from Nikki)** - Nikki gave updates on the Covid Booster and Flu Vaccination Programmes (*the latter clinic had already taken place in Tattenhall, where 550 vaccinations had been administered*).

**Covid Boosters** – these would not be issued at the Surgeries; patients will be invited by letter/email/text to attend a specified location (eg The Barbour Institute; Vicars Cross etc) and it is likely that the Well Pharmacy will also administer some. For online bookings, patients living in Wales who are registered with the VSG, should use the Surgeries' postcode. Housebound patients will be visited.

**Flu Vaccines** – a debriefing on the Tattenhall Flu Clinic took place – recognised that 2 marshals required for each clinic (*one at each end of the queue*) and it was stressed that patients should arrive 'on time' i.e. not early. Requests for marshals at Farndon. Also notified that an additional clinic would be held at Tattenhall on 18 October (by appointment). Going forward, might we include an FAQ section on the Website e.g. '*Should I have my flu vac if I have a temperature*'? Nikki to arrange.

Nikki also gave updates on Child Flu clinics which were ongoing – the target for 2-3 years olds was 75% and already up to 50% had been vaccinated. Clinics were being scheduled for the 4–16-year-old cohort. Outcomes will be reviewed going forward but Nikki stressed that we have sufficient vaccines (Nikki left the meeting).

**(Updates from Trevor)** – Trevor outlined that the last week had been particularly challenging for the VSG with sickness of Practice GPs (*whilst there is a locum for Dr Siddorn who is on long-term sick leave, locums do not cover sickness*). He stressed that the demands on all practices currently are overwhelming and that we have never before faced such pressures. An update was given on Dr Siddorn and the PPG sent warmest wishes.

Pressures have been exacerbated because the Countess of Chester has introduced a new computer system – Trevor outlined the strains in receiving

the backlog of blood results, for example, from the Countess and the frustrations that this has been causing for staff and for patients.

VSG staff are at breaking point in facing the current demands. This has been heightened with the frustrations, annoyance and anger which have been compressed throughout Covid. Whilst the VSG continue to see a lot of patients – only those that clinically need to be seen are being seen – this is causing more frustrations because patients are having to wait for appointments and/or referrals.

This is compounded with a Cheshire CCG (Clinical Commissioning Group) Visit on Friday to discuss some recent incidents which have been particularly unpleasant.

Trevor emphasised that the situation was unsustainable.

The VSG, however, is still rated as 'Good' in our last review by the CQC (Care Quality Commission).

Regrettably we continue to be underfunded and face shortages from all directions.

Trevor/Esther/Terri to work on a statement – we pride ourselves on our communications and it was agreed that we should publish a measured statement so that patients are aware of the local pressures faced by our VSG. Trevor to send some initial comments to Esther and Terri. Frustrations affect mental health and patients need to be 'informed' instead of 'misinformed' from anecdotal comment.

Trevor also shared latest data from CWaC regarding Covid cases – the North West is above the national average.

- 8. Next Meeting** – possibility of meeting in a venue, which Trevor kindly agreed to fund, was discussed. However, it was felt that the 'Walk with Mulled Wine/Stollen' event would provide an opportunity to safely meet but that future meetings should continue to be by ZOOM in short term.

**Dates of Future Meetings** – circulated (Tuesdays in all cases at 6.30pm)

- 9 November 2021
- 14 December 2021
- 11 January 2022
- 8 February 2022
- 15 March 2022
- 12 April 2022
- 10 May 2022

- 14 June 2022
- 12 July 2022
- 9 August 2022 (this might require cancellation because of holiday period)
- 13 September 2022
- 11 October 2022 (AGM and followed by Monthly Meeting)