

Minutes of the VSG PPG AGM held on

Tuesday 11 October 2022 at 6.30pm at The Vault, Tattenhall

Present: Denise Chilton (Chair), Terri Hull (Secretary), Kate Evans, Nikki Roseblade, Esther Sadler-Williams, David Williams, Clare Marsh, Peter Overmere, Suzy Leaman, John Proudlove, Janet Foster, Ian Waddington

- 1. Welcome & Introduction:** Denise welcomed all attendees to the AGM, together with newcomers to the meeting and particularly new residents from the Gifford Lea Retirement Village.
- 2. Apologies:** Trevor Ferrigno, Wendy Bell, Gillian Jones, Anne Dawson (stepping down), Jan Fereday-Smith, Mags Roseblade (stepping down) and Ian Cameron
- 3. Approval of AGM Minutes held on 12 October 2021 and Matters Arising:** The Minutes of 12 October 2021 were approved and matters arising to be discussed elsewhere.
- 4. Chair's Report 2021-2022 –** The Chair's Report outlined the achievements of the VSG and PPG against the backcloth and continued challenges of the Covid Pandemic. The Chair's Report is published below (and attached for the records) and thanks were extended to Denise for her vibrancy, enthusiasm and commitment during her period of office.

Chair Review 2021- 2022 ...

The last 12 months have been another challenging year for primary care and the VSG PPG have continued to partner with the practice always with the aim of enhancing our patient's experience.

We have continued to meet monthly on Zoom and this year have welcomed new members, all who have contributed knowledge, experience and perspective to the opportunities and challenges we face. Our current PPG committee currently stands at 18.

During the year there has been much activity away from our monthly meetings. We are not a PPG who is all talk! From a community perspective the surgery and PPG continued to support a number of projects.

In December the 'Happy to Chat' benches were installed in the surgery grounds. One in Farndon and one in Tattenhall. The Farndon bench was dedicated to our friend and past PPG member 'David Hughes' who sadly passed away in April 2021. In December members of the PPG invited David's family and friends to gather around the Farndon bench and raise a glass of mulled wine and share mince pies in his memory. On 10 September 2022 the PPG 'David Hughes Memory Walk' raised

Over £500 in aid of Alzheimer's and provided another opportunity to remember this special man.

The PPG Wildlife Garden, as part of Transition Tattenhall initiative, organised a Mini Meadow Trail which took place in June. Thank you to Ian Waddington for all his time and efforts in representing us and keeping us visible.

The PPG and the 3 social prescribers have developed links with Transition Tattenhall and have met on a number of occasions through the year. A thank you to Esther Sadler Williams who continues to represent the PPG and champion this initiative.

At the start of the year the PPG proposed that the Practice looks to become a Veteran Friendly Practice. In June the Practice became accredited, joining another 1300 GP practices in the UK in supporting patients who have served in the Armed Forces.

In July we organised a Tattenhall Treasure Hunt' proceeds went to the VSG Surgeries Equipment Fund. Although numbers were small those who took part thoroughly enjoyed the experience. Thank you to John Proudlove and his wife Helen for all their hard work in putting it together.

Communication with our patients is key in all we do. This year the PPG regular newsletter that circulates via email to all our patients along with the social media and website updates from the Practice has helped stay connected with our patients. Thank you, Clare Marsh, for all your efforts producing brilliant newsletter content.

In order to further develop communication, the PPG has set up a Communication Subgroup which reports back to the main PPG. With its initial meeting in August this group aims to spend dedicated time exploring how best to enhance and make more effective the various communication channels to our patients.

We have a lot to be proud of and there is more work to do as I hand over to a new Chair in 2022-2023 and set priority areas on which to focus on over the next 12 months. Thank you to Mags Roseblade as PPG Vice Chair and Terri Hull as Secretary for all your support over the last 12 months and to each of the committee members for their time and commitment.

As a PPG we must continue to meet regularly and champion the great work our practice team does under the most challenging of circumstances. Thank you! ... Denise Chiton, Chair VSG PPG

5. Future Objectives and Questions from the Floor:

Communications – The Sub-Group is reviewing this topic together with the demographic of both the patient footprint and the PPG itself and bringing the Constitution/Website into alignment.

Patient Survey Update – noted that this had been paused because of Covid and questioned whether this should now be revisited. Slight tweaking might now be necessary but we should be mindful that there must be similarities with the last Survey to accurately compare and contrast outcomes – Trevor Ferrigno/Kate Evans

Request for a statement from the VSG on how the Practice is planning to respond to current concerns which are being voiced nationally and locally, mindful that a state of flux exists – Trevor Ferrigno/Kate Evans.

Request that the VSG display ‘The Team’ in both waiting room/site areas – improving visibility of our VSG team was considered to be a positive initiative e.g. ‘Your Local Surgery – Staff Board’ with photographs/names. Preference was for a physical board in both locations – Kate Evans.

Clarity on Members v Attendees – a need to accurately identify members v attendees and the need for Confidentiality Agreements to be up-to-date – Kate Evans to forward Confidentiality Agreements to Terri.

6. Election of Officers for 2022-23

– noted that both Denise and Mags Roseblade stepping down. In Mags’ absence, thanks for her considerable work in progressing the work of the PPG is also minuted. The following Officers were elected unanimously:

Chair – Esther Sadler-Williams
Vice Chair – David Williams
Secretary – Terri Hull

7. AOB

– There was no other business. The monthly VSG PPG Meeting followed the AGM (see separate Minutes).