

**Minutes of the VSG PPG Meeting held on**  
**Tuesday 13 December at 6.30pm by ZOOM (*face-to-face meeting at Farndon cancelled because of sub-zero temperatures*)**

**Present:** Esther Sadler-Williams (Chair), David Williams (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Nikki Roseblade, Mags Roseblade, Clare Marsh, Ian Cameron, John Proudlove, Wendy Bell, Janet Foster, Jan Fereday-Smith, Ian Waddington

**1. Welcome and Apologies:**

Esther welcomed everyone to the meeting. Apologies as follows: Patricia Malcolm, Suzy Leaman, Gillian Jones, Peter Overmeer, Norma Hampson

**2. Approval of Minutes of 8 November and Matters Arising:**

The Minutes of 8 November were approved other than the following adjustment. Reference to 'Taporley Cottage Hospital' be amended to 'Taporley War Memorial Hospital' – for information, the 'Taporley War Memorial Hospital' has partnered with the 'Countess of Chester Hospital NHS Foundation Trust', which will develop a rural hub at the Taporley premises for the provision of health and social care services in the community. Some outpatient services will also be provided from the premises – this is ongoing – physio was cited as one such example. Update on current and future services can be viewed by using this link <https://www.taporleyhospital.co.uk/latest-news/update-on-current-and-future-services/>

Other than the signing of the Constitution which will be deferred until our next face-to-face meeting and confirmation from Trevor that the 'Confidentiality Clause' regarding PPG Members is virtually complete, all other 'Matters Arising' are covered elsewhere in our Agenda.

**3. Update from RA Chairs and PCN Meetings:**

Esther confirmed her attendance earlier in the day at the PCN Extended Board Meeting, representing the Chairs of all 6 PPGs. (Only 3 PPG Chairs had attended the preparation meeting 4 weeks previously). Taporley Practice (Dr Campbell and Partners) has appointed a new Practice Manager and they are active in appointing someone to be Chair. All practices should then have an active PPG, though input from Malpas is questionable.

Drs Adey (Taporley) and Snowden (Malpas) are now sharing the Clinical Director role for the PCN, providing more time for Dr Adey to fulfil a clinical lead role for the Care Communities.

Funding had been discussed previously (Malpas mini bus and sensory garden). Not sure what new project funding may be available for 2023. The PPG Lead at Kelsall Medical Centre will investigate this further to ensure that if monies become available we have a chance for more of an input.

A presentation was given by Jacqui Rutter regarding the Tarporley War Memorial Hospital and its future role (see above); covering future costs to practices, rapid response unit, hospital at home services.

The Community Care Team reported on the challenges of staff retention; regrettably no easy solution.

Esther provided updates regarding our own PPG and that of Kelsall. It is hoped that more of the PPG Chairs will join in preparation for the March 2023 meeting.

#### **4. Agreed Foci for VSG PPG 2022-23**

##### **4a. Communications Sub Group**

Jan updated the PPG Group on the work of the Communications Sub Group and of their 'Communication Review Document'. Jan thanked all members of the Sub Group for their significant inputs. Noted that Facebook users to now be included (statistics not available at the time of circulation but with 113 followers at its launch, there are now +1000 users – Clare congratulated). This is very much a 'live document' with an Action Plan and which will monitor and measure progress. Trevor confirmed that members of the PPG are welcome in the Practice and to simply contact Trevor in the New Year to agree dates and schedule.

The Review Document received a positive response and it was confirmed that the upcoming spring Survey will very much action the way forward; mindful that there are other avenues both positive and negative which can be pursued i.e. Friends and Family Test (FFT) which was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It also provides a quick and anonymous way to give views after receiving NHS care or treatment. Written comments (positive and negative) are also received at the Practice and we are mindful that Social Media provides a platform whereby individuals can amplify their views too.

Agreed that the Communications Sub Group take on board Trevor's comments which had been submitted (in red) and in line with the recently reported Think Tank Report, before the final version is amended/circulated for signing off.

##### **4b. Patient Survey**

Mags reported; having attended the most recent Communications Sub Group meeting. The Survey continues to be updated (particular reference to evidence as to whether users are reading the VSG PPG Newsletter which is emailed to patients). Agreed that the Survey will be piloted in the first instance but should be ready for March 2023.

#### **4c. Encouraging Younger Demographic:**

Trevor was keen to emphasise that whilst we wish for a younger demographic, our PPG is very active – interested, capable, knowledgeable and that the older cohort (with respect) are the ‘frequent flyers’ i.e. they are the individuals who, more than proportionately, use the Practice services. Trevor also confirmed that every employee and every patient is a member of the PPG Wider Group, but that the system does not allow us to ‘cherry pick’ or to introduce an ‘opt out’ system in terms of receiving updates from the Surgery. Rules allow the Practice to email/text if the matter is ‘related to patient health’ – this might be something which could be featured in a future Newsletter.

Esther has already discussed widening the demographic with the help of our Social Prescribers and Mags mentioned ‘younger mothers attending baby clinics’ might be an option to pursue and something which our previous Chair had raised.

#### **4d. Newsletter:**

Clare reported on status of Newsletter and that she was just waiting on one article from a Doctor and confirmation of the Christmas opening hours – hopeful that it would be circulated before the end of the week. Next edition likely to be February 2023 (to include comment re: upcoming Patient Survey). Discussion about positive feedback regarding inclusion of photographs and PPG to suggest upcoming articles too. Clare confirmed that she would be publishing opening hours/details of emergency pharmacies etc for the Christmas period online and that laminates would be attached to Surgery doors too.

### **5. Updates from the Practice:**

Nikki announced that flu vaccine targets have been achieved and confirmed that (other than a handful) all flu vaccines that were ordered have now been used. This success rate includes 98% of patients who are either housebound or who have been recently discharged – in such cases the Cheshire and Wirral Partnership visit these patients. Any latecomers seeking a flu vaccine would now be directed elsewhere e.g. Pharmacy.

Acknowledged that we have 1400 patients who are within Wales – there is a broad understanding of the main differences and expectations facing these patients and NHS Wales and NHS England are seeking to address any differences.

Trevor reported that there had been 3 complaints regarding a) a treatment, b) a sample and c) dislike of the response to a first complaint.

Two warning letters have been issued and recent intimidation faced by 2 receptionists has caused alarm within the Practice and a review of protocols. Such intimidation is wholly unacceptable and is likely to impact negatively on

staff retention. The Practice is clear on its zero-tolerance policy but recent events have caused receptionists to fear for their safety and, most recently, to lock the Reception door and push the panic button. In such circumstances it is, therefore, perfectly reasonable that if a member of staff feels threatened, then they should ring the Police. The PPG has offered to support the practice team in any way possible and shadowing of the receptionist service will take place in the New Year and with follow up in the next Newsletter.

Trevor confirmed a new receptionist will start on 6 January.

Trevor confirmed that Dr Nathan Sznerch is now leaving the Practice after 12 weeks and intends to undertake locum work. The PPG expressed their frustrations in that locum work is better paid but also in the time, energy, capacity and expense in relation to this very recent appointment.

#### **6. Wildflower Garden:**

Ian reported that winter planting had taken place and we now await the Spring. He confirmed that the Practice Gardener was fully on board.

#### **7. AOB:**

After prolonged debate regarding the raised kerb stones (between CWaC and the Practice regarding responsibility), Trevor has now agreed to simply rectify the problem – Ian Waddington to send Trevor details of Martin Chalk who might be able to undertake the remedial work. Peter Stockton was also mentioned.

### **MERRY CHRISTMAS EVERYONE**

**(huge thanks to those who decorated the PPG tree at Farndon)**



**Date of Next Meeting**

**Tuesday 10 January at 6.30pm via ZOOM**