

**Minutes of the Village Surgeries Group PPG, Tuesday 17 December 2019,  
Tattenhall Surgery, 6.30am**

*Esther welcomed Claire Lockerbie, the Rural Alliance Social Prescribing Link Worker, to the meeting*

**Present:** Esther Sadler-Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Ian Waddington, David Hughes, Sheila Sheen, Sheila Caddy, Gill Jones, Nikki Roseblade, Nigel Mitton, Claire Lockerbie and Suzy Leaman (from 7pm)

**Apologies:** Mags Roseblade,

**Approval of Minutes:** The November 2019 Minutes were approved

**Feedback from Rural Alliance PPG Chairs Meeting held on 10 December.**

Esther reported back on her attendance at the recent meeting. Catherine Cain who is spearheading the communications links between the PPGs and the Rural Alliance has indicated that she wishes the PPG Chairs (x6) to be represented on the RA Board; the Chairs subsequently agreed that attendance would be rotated on a 3 monthly basis, thereby avoiding any undue burden falling on just one PPG Chair. Malpas will start the rotation process and then our PPG will follow on for the second 3-monthly slot. The launch of the plan/vision for 2020 and details of managing communications, is scheduled to take place on 29 January (11.45-1.15pm) in Malpas, but Trevor will lobby for a change of venue to Tattenhall which is geographically more central (Esther, Terri and David to attend). Esther reminded all present that we need to tread carefully in terms of commitment, relative to our core PPG objectives and priorities.

**Claire Lockerbie, Rural Alliance Social Prescribing Link Worker.** Claire presented on her new 'HealthBox' role which is fully funded by the NHS. The long-term plan is to roll this initiative out, thereby creating a network of link workers throughout the UK. The service, which will empower individuals to unpick issues that affect their own health and well-being, aims to avoid GPs becoming only a 'listening ear' for some patients. Claire then stressed that 'connectivity' is a key strategy, signposting patients in accessing available community and peer support groups etc. Whilst some of this already takes place within the 'Brightlife' framework, the focus of Claire's work will be +18 year olds with long-term conditions and social needs/families/young mums/individuals with mental health issues etc. The focus will be mental health, with a course in Tattenhall (*a flyer was circulated – Trevor will agree on how to launch this throughout the Practice and Nikki will develop and circulate the flyer through the various social media platforms*). The Vault Community Room at St Alban's Church, Tattenhall, will be the first venue for up to 15-20 individuals. Claire was also delighted to announce that they had just received notification of funding over a 5 year period (£500,000) from the Duke of Westminster Fund – young people and mental health being the targeted areas – there was huge excitement at the prospects for making a real difference in the 'rural' areas. David and Ian presented their comprehensive mapping list of available local support to Claire as a starting point in the mapping exercise for our area. Ian also raised how numbers attending the Tattenhall OPAL (older people active lives) might be identified

within the community; currently only 7 individuals attend but the facility can accommodate 12. Claire agreed to speak to 'Brightlife' in this respect. Claire was thanked for her very positive presentation and there was unanimous support for this fantastic initiative.

**April Newsletter Issue No 10.** Clare (Marsh) outlined the schedule of deadlines for the 2020 editions and discussion took place on the agreed content (*much of which was listed in the November 2019 Minutes*).

Additionally, it was agreed that:

- the 2020 Patient Survey should be a principal feature of the April Newsletter
- the sensitive issue of 'Proxy Consent' required highlighting
- the 'Chester Lions Message in a Bottle' initiative be included (*Terri had obtained two presentation boxes, each holding 15 plastic bottles, as exemplars of the service and advised that the initiative had already been launched at Gifford Lea – it was agreed that it would be rolled out in the Spring – it was felt that a financial contribution be made to the Chester Lions*)
- ICE – how to create an emergency contact on smartphones be published – Nikki to identify the YouTube clip and links advising on set up
- the Easter Opening Times be included for both surgeries

It is likely that this edition of the Newsletter will be very lengthy and that it might be necessary to talk to the printers on available printing options.

#### **Action Plan:**

- **Patient Survey 2020.** Ian Waddington, Suzy Leaman, Mags Roseblade and Sheila Caddy (together with Esther in support) offered to be the Working Sub-Group in leading this initiative – thanks to all. It was also agreed that this would be launched in April (thereby allowing maximum coverage in the Spring Newsletter which is circulated towards the end of March 2020). Nikki outlined lots of possibilities in maximising online completion of the Survey – this to be discussed within the sub-group.
- **'Younger' PPG/Virtual PPG.** Nikki also outlined how we might target a younger demographic through the varying social media platforms – this to be a priority at the next meeting.

**VSG (Facebook Page).** Ian presented a template for increasing our profile locally. It was agreed that, in part, this links to the above and Nikki to liaise and work with Ian on creating a VSG PPG Facebook Page. It was agreed that this topic needs more in-depth discussion and that will be undertaken in our January meeting.

Terri will continue to post information to Tattenhall Online, inviting individuals to our meetings, and to include the Agenda link for 2020 meetings. Also noted that Claire will develop the Noticeboard at the Bellis Farm Shop which had been offered previously and that she will oversee it.

**Updates from the Practice.** Trevor enthusiastically outlined

- The increased uptake of patients using the online patient access facility i.e not only the percentage increase in those patients that are registered but the increase in patients actively using the service (3620 now online, up 28% in three months. Active users now 2864, up 33%).
- It was agreed that available appointments (in line with the increased online usage) will be increased to 4 (with the agreed provisos continuing i.e. in terms of failing 'to show').
- Trevor also outlined his attendance (with Kate) at a meeting to discuss 'Online BoD appointments, triaged by the 111 Service', accepting that there are challenges if we pursue this option, not least in the mind set of our patient footprint (this represents a seed change), but recognising that many patients who seek BoD (book on the day) appointments do not actually require them and that the VSG administrative staff are not qualified to triage patients. This is a major issue i.e. that BoD appointments should only represent appointments for patients who have an urgent or medically acute problem but that we are all aware that human nature results in this being abused. Trevor has already circulated his findings to a small group of the PPG and collated their feedback – he will now circulate the proposal/initial feedback to all members of the PPG (inviting feedback from all) and for further discussion.
- IRIS – received brief mention – IRIS is a general practice-based domestic violence and abuse training support and referral programme. It is a targeted intervention for patients aged 16 and above who experience current or former domestic violence and abuse from a partner, ex-partner or adult family member. Trevor and Esther to liaise re: this.

#### **Tattenhall PC and Objectives.**

- **Dementia Friendly Villages** – It was reported that Holt has, in effect, ticked the first box in pursuing this objective. Clare and Gill reported on the need for follow up and in the provision of evidence – i.e. being seen to be actively pursuing the next step over a 3-month period. The need for a Dementia Champion was discussed (possibly from attendance at the meeting previously held in Tattenhall and hosted by Rob Catlow). Further investigation required in this respect. It was noted that there are upcoming meetings in Mold (13 Feb) and Chester (14 Feb) at which 12 and 16 places were available respectively. Esther to also seek clarification from Gifford Lea regarding any change in their policy on 'dementia'.
- **Throat Swabs (local pharmacy service)** – noted that this is on our radar with Well Pharmacy in Tattenhall planning to offer this in the new year – no actions at this stage.

**Next Meeting – Tuesday 21 January, Farndon Surgery, 6.30pm** (Jolene Weaver, Carers Trust, will be in attendance). Priorities at next meeting – consider pros and cons re: the 111 Service (see above) and the creation of a PPG Facebook Page.

*Esther thanked everyone for their contributions and wished everyone a Merry Christmas. Meeting closed at 8.30pm*