

## Minutes of the Zoom Meeting of the Village Surgeries Group PPG, Tuesday, 16 June 2020, at 6.30pm

**Present:** Esther Sadler Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Mags Roseblade, Trevor Ferrigno, David Hughes, Sheila Caddy, Anne Dawson, Gill Jones, Nikki Roseblade, Sheila Sheen (part)

1. **Welcome and Introduction:** Ian Cameron and Denise Chiltern
2. **Apologies for Absence:** No apologies received but several members were absent from the Zoom Meeting
3. **Approval of Minutes:** The Minutes of our last meeting of 18 February 2020 (before the pandemic lockdown) approved
4. **Matters Arising:** Trevor would like clarification as to whom the cheque (£100) for the annual newsletter delivery is paid. Also to clarify when the Tattenhall Parish News magazine is likely to re-start – Esther to action
5. **Recent Activities:**
  - **Facebook:** Update received re: Facebook interaction which has increased from 160ish to +600ish – using this platform in the short term whilst the Newsletter was ‘on hold’, therefore, was recognised to be a success.
  - **Local Walks:** David has written some directions for local walks re: Farndon. These will be on the Website and could be used in a social media sharing version. Tattenhall might like to do something similar – action Terri and Andrew Hull. Nikki to share.
6. **Newsletter** – Agreed content for digital release of Newsletter – little and often ‘drip feed approach’ agreed – ideally week commencing 22 June.
7. **Action Plan** – Agreed that the Patient Survey be delayed until early in 2021
8. **Patient Access**
  - Trevor reported on the success of Patient Access – 5,195 patients were now registered (increasing at 50 patients per week) and +1000 patients registered since Covid. It was also reported that +61% of our patient footfall is now registered for Patient Access – huge congratulations. However, of the +70 years olds who were regarded to be competent with the internet etc, 703 did not have Patient Access. The VSG is, therefore, writing to all these individuals to assist in setting them up – the letters will be phased so as not to overwhelm the admin staff. Up to now 15% of those sent letters have responded. By the end of July, the target re: Patient Access numbers is 6000. Trevor, agreed that available online appointments would reflect this increased figure. It was also agreed that a review would be undertaken when all letters had been circulated – to assess if PPG need to support with follow up.
  - The safety of staff and patients has been paramount throughout the pandemic and the use of Patient Access was good practice in terms of time management and in reducing the potential for infection.
  - Proxy access for sons/daughters of older patients – older patients can be registered, and proxy nominated to son/daughter

- Discussion re: clinicians 'chasing phone calls'
- Agreed to transmit our number when Drs. call out
- Reception staff can now set patients up on Patient Access, therefore, providing back up for Nikki

**9. Updates** – Trevor reported on the Covid updates for CWaC and Cheshire East with relative breakdowns, numbers of deaths and of those deaths at the Countess of Chester Hospital. It was reported that there was plenty of capacity in our community currently. It was also reported that with a higher than average age profile in relation to our footfall, then there would be no rush to open our surgeries as previously. Telephone triage would continue as the 'new normal' and only a small number of patients will attend daily. Importantly, Trevor raised the question as to how the VSG might respond to a 2<sup>nd</sup> spike in the infection, requesting that this be an Agenda item for our next meeting (what does the PPG want?). It was also reported that from the following week, all staff would be wearing masks.

**10. AOB:**

- Garden Tidy Up at Farndon and Tattenhall – in hand
- Online Cheshire Chat – Esther has already circulated details of the link <https://register.gotowebinar.com/register/5480734918936007696> – anyone can join and the focus of topics is wide ranging eg screening programmes, mental health, community services, care homes, prescribing
- Clare reported that she has linked up with Jolene Weaver, Cheshire and Warrington Carers Trust (the lead provider of information, support and advice services) – thereby seeking to support a seamless service locally

**11. Next Zoom Meeting** – Tuesday 21 July 2020.