

Minutes of the VSG PPG Meeting held on

Tuesday 21 February at 6.30pm, St Alban's Vault, Tattenhall

Present: Esther Sadler-Williams (Chair), David Williams (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Mags Roseblade, John Proudlove, Wendy Bell, Jan Fereday-Smith, Peter Overmeer, Ian Waddington, Ian Cameron, Suzy Leaman, Janet Foster, Shadia Topham

1. Welcome and Apologies:

Esther welcomed everyone to the meeting and introduced Shadia Topham who was attending for the first time. To contextualise and for the benefit of Shadia, everyone gave a quick resume of their time with the PPG.

Apologies were received from: Nikki Roseblade, Clare Marsh, Lizzie Tench and Anne Dawson.

2. Approval of Minutes of 10 January and Matters Arising:

The January Minutes were approved. Matters Arising covered elsewhere in the agenda, albeit that signatories in attendance at this face-to-face meeting were able to sign off the revised Constitution.

3. Agreed Foci for VSG PPG 2022-23

3a – Communications Sub-Group

Jan gave an update on the review being undertaken by the Communications Sub-Group. The Review Document is now complete (Version 7) and the 'Actions Log' remains 'live'.

It was agreed that the Review Document now needs to be shared with Staff and placed on the Website/Surgery Noticeboards.

The next focus of the Sub-Group will be a review of the VSG Website which is regarded to be both text heavy and which can be time consuming in navigating the site. Recognising the time constraints of the VSG Staff, the Sub-Group will examine ways in which to streamline the functionalities and the content to support ease of use (noting too the requirements for those patients who live in Wales). Trevor commented on a large NHS 'Good Website Design' document that he had received from NHSE. No chance to yet study in detail but Clare will be able to make appropriate changes, although this could involve a major re-write. PPG confirmed that they are happy to support and work with Clare in this respect. We need to think of ourselves as users and, in particular, what information is helpful to a new patient.

Jan confirmed that work-shadowing by members of the Sub-Group had taken place in both Tattenhall and Farndon and will be discussed at the next Communications Sub-Group Meeting which will take place on 27 February. There will be feedback at the next PPG meeting.

3b – Patient Survey

Context outlined by Mags (viz-a-viz our previous PPG Survey) and confirmation that 1 free text field is included. Questions are in support of what the PPG can influence. Minor discussion took place in terms of any final shortcomings/tinkerings. Successful pilot of the Survey has been undertaken by the Communications Sub-Group and the PPG and on a number of devices; launch dates agreed.

Agreed that the Survey runs from **13-31 March 2023**.

The VSG holds 5,300 email addresses to circulate the Survey electronically – Nikki responsible for 'live' circulation.

Hard copies also will be available in Pharmacies/Post Offices and the Surgeries.

Terri to discuss/place relevant boxes in Tattenhall (approach Lesley at the Post Office and Brendan at the Pharmacy); Trevor will cover Waverton and Mags will cover Holt and Farndon.

Newsletter/Facebook to contain appropriate copy (already written by Esther).

3c – Encouraging Younger Demographic

Actions were noted in January Minutes – the PPG is currently '*working towards these outcomes*'. Esther will report back at a future Meeting once she has discussed some aspects with Mags.

3d – Newsletter

Status discussed in Clare's absence and the requirement for content to be included re: upcoming Survey. Likely to go out in the next week or so (*note: members of the PPG have offered to proof read the Newsletter before circulation e.g. Terri*).

4. Updates from the Practice:

Trevor confirmed:

- 2 complaints received regarding 'shared care agreements' (explanation given of the issues relating to patients who had been treated privately and who were then referred back to GPs but where, in some cases,

GPs were unable to prescribe because of, for example, historic clinical risks or the medication requested is not allowed to be prescribed in primary care). Felt that a guideline would be useful on a FAQ section on the Website (*for information – this is now on the Website*).

- Trevor circulated a document relating to Appointments/DNAs and which contained comparative analysis of total numbers of patients who
 - Attended/DNA over the 4 weeks up to 16 Jan 2023
 - Attended/DNA over the 13 weeks up to 16 Jan 2023
 - Comparative data for 2022 and 2021
 - The consistent increases in total appointment numbers, suggest that to maintain such levels of service is not sustainable.
 - Trevor emphasised this has not been a result of 'new builds' in our catchment area since we now have a strict 'Out of Area' patient policy which has reduced the practice list size by 49 since January 2022.
- Trevor confirmed that the pathway repairs from Chester Road to the Surgery car park are complete at a cost of £2,600. Whilst an excellent job has been undertaken, concern was expressed by those present at the 'opportunity costs' involved in such an amount.
- Esther circulated the 'Social Prescribing' Update for January 2023 which all agreed was a very positive and informative document.

5. Wildflower Garden/Transition Tattenhall Update

Ian reported on the Wildflower Garden and confirmed that the 'Mini-Meadows Trail' will take place on 9 July 2023.

6. AOB

Rural Alliance/PPG Chairs Meeting.

- Esther – reported on her attendance 'today'! The meeting was well attended with the new Chairs from Tarporley (Adey) and Malpas.
- APIRE (Alleviating Poverty in the Rural Environment) was discussed and what we might learn from this.
- An update from the PCN was given and confirmation of 2 specialist Dementia Nurses in place.
- Interviews for Pharmacy Technicians were taking place for 3 new Technicians across Tarporley (Adey), Bunbury and ourselves.
- Enhanced Access was discussed (relating to Friday evenings and Saturdays)
- Tarporley (Adey) confirmed that DNAs was a major problem.
- Confirmed that from September 'Bunbury' will Chair the meetings (a reminder that these rotate).

Veteran Friendly Accreditation.

It was confirmed that this can be displayed on the various platforms and in the Surgeries.

Availability of New Defibrillator, Farndon Parish Council

Farndon PC has a spare defibrillator. They are prepared to pay for installation and manage it at either the Farndon Hair Salon or the Surgery. Trevor will report back.

Recycling of Blister Packs

Wendy raised the possibility of a more friendly recycling initiative relating to plastic blister packets from spent prescriptions. To be further investigated.

DATE OF NEXT MEETING

Tuesday 14 March 2023 at 6.30pm

Via ZOOM

ACTION LOG UPDATE & MATTERS ARISING AS AT 21 FEBRUARY 2023

Log	By Whom	Action
Communications Sub-Group Review Doc (Version 7)	Trevor	DOCUMENT COMPLETE – to be displayed in Surgeries – Doc V7 is now on the Website ‘Action Log’ remains ‘LIVE’.
2023 Patient Survey – to go live between 13-31 March 2023	Mags R & Nikki R Terri/Trevor/Mags	Pilot completed by Sub-Group & PPG members. Minor tinkering. To go live (electronically) on 13 March 2023 and to run to 31 March. Hardcopies to be circulated at agreed venues (with boxes) – Terri/Trevor/Mags
Encouraging a younger demographic/entries for Facebook and Website	Esther/Mags	Information for Facebook and Website complete. Continuing to work towards these outcomes
VSG Confidentiality Agreement	Trevor	Trevor to ensure that this is complete & with the 2 new PPG members Lizzie Tench and Shadia Topham
DNAs	Trevor/Nikki	Monthly figures low currently but will be reported should there be a spike

Current Constitution	Esther	Updated, approved and fully signed off – COMPLETE .
Review of Website by Communications Sub-Group	Jan F-S	Will be an Agenda item Comms Sub-Group meeting on 27 Feb.
Shared-Care Agreements	Trevor	VSG policy on Shared-Care has now been placed in FAQ section of Website - COMPLETE
Veteran Friendly Accreditation	Clare/Nikki	To be displayed in Surgeries and on various platforms
Defibrillator – request by Farndon PC	Trevor	To report back
Plastic Blister Pack Initiative	Wendy	To report back at next mtg