

Draft Minutes of the VSG PPG Meeting held on

Tuesday 18 April 2023 at 6.30pm at Farndon Memorial Hall

Present: Esther Sadler-Williams (Chair), David Williams (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, Mags Roseblade, Peter Overmeer, Janet Foster, Clare Marsh, Ian Waddington, Ian Cameron

1. Welcome and Apologies:

Esther welcomed everyone to the meeting – the delights of Face-2-Face!

Apologies were received from: Nikki Roseblade, Wendy Bell, Gill Jones, Shadia Topham, Lizzie Tench, John Proudlove, Jan Fereday-Smith, Suzy Leaman

2. Approval of Minutes of 14 March and Matters Arising:

The Minutes of 14 March were approved and Action Log updated.

Matters Arising covered elsewhere in the agenda.

3. Update from PPG Chairs Meeting held on 28 March

Esther and David attended the PPG Chairs Meeting held in the 1829 Building at The Countess of Chester Hospital; only 14 team practices were in attendance from Cheshire. General discussion and forward planning discussed and noted that Helsby was in the process of forming a Student PPG.

Laura Marsh in attendance, Associate Director of Transformation and Partnerships, West Cheshire ICB (Integrated Care Board). Additional information in respect of this role below:

The Cheshire and Merseyside Health and Care Partnership addresses local challenges around population health, quality of care and the increasing financial pressures on these services.

Our universal goal is to improve health and well-being, and reduce health inequalities across Cheshire and Merseyside. It is our aim for everyone in Cheshire and Merseyside to have a great start in life and to help people live longer, healthier, happier lives. We will achieve this by working together, as a system that transforms health and care and by putting people at the heart of everything we do.

Esther reported that Dr Adey (Tarporley) has moved all appointments to 15-minute appointments to improve the 'patient experience' and had found it to be no more difficult.

Esther reminded everyone that the CCG no longer exists, with their functions transferred into ICBs (Integrated Care Boards), covering 9 'places'/districts.

Cheshire and Merseyside ICB is a highly complex organisation serving a population of over 2.5 million people across nine Places (Boroughs including local Authorities), 17 NHS Provider organisations, 51 PCNs

plus North West Ambulance service as well as third sector and voluntary organisations. Cheshire and Merseyside is the third largest ICS in the country, and in regard to scope of organisations the ICS is double the size of the next largest ICS.

Partnership working is the way forward, with the 'patient voice' being central to this move.

It is believed that in the next annual 'contract', PPGs will not be mandated which will give some flexibility, particularly where PPGs are not proactive. David (in attendance for the first time in his capacity as Vice Chair) shared his interpretation that it appeared we were the most active PPG of those in attendance and that, in some cases, PPGs were virtually non-existent.

The wide-ranging roles within the ICB were discussed; currently 116 FTE roles will be on offer to PCNs, and moving to 164 with the new contract and covering, for example, paramedics. The merits of paramedics were discussed within the role of integrated care and specifically relating to home visits. Trevor confirmed that this was more challenging in a rural environment as it was unlikely that 1 paramedic would be in the right place at the right time but that our team of Social Prescribers, Dementia Nurses and Well-Being Co-ordinators have made a positive impact on home visits; freeing up valuable time in the practice/district.

4. Agreed Foci for 2022-23.

4a. Communication Sub Group and 4b Patient Survey (combined)

The Comms Sub Group met on 17 April.

The completed Communications Sub-Group Doc Version 7 is on the Website. Trevor to ensure that all Practice Staff are aware of this Comms Document.

Survey Updates – likely to be 650 in terms of completed surveys (at least 630 of which were completed electronically) and comprising a sample of 10% or thereabouts; an improvement on the 2018 exercise. **A HUGE 'THANK YOU' TO EVERYONE INVOLVED IN THIS INITIATIVE.**

Sub-Group will assist in transferring information from hardcopies – Mags to lead on this and to co-ordinate help if required and particularly in relation to 'free text' comments.

Nikki will provide analytics information in due course.

Likely that raw data will be available for next meeting and from which an action plan/timeline will be constructed, usefully comparing and contrasting with our 2018 Survey.

Also noted from David, that we had been approached by 1 other PPG regarding the sharing of this good practice.

Refreshing the VSG Website (currently text heavy) is the next initiative of the Comms Sub-Group. Working with Clare, the Sub Group has been allocated specific areas to examine/refresh which are as follows

- Esther and Terri – New Patient Information and Practice Leaflet; Prescriptions; PPG
- Peter and Jan – Appointments; Important Information
- David and Mags – Facebook; Online Services; Additional Services
- Clare – Staff; News; Contact Us

Following Peter's suggestions, the Sub-Group will also take a look at

- Annual Review Letters
- Complaint Letters
- Patient Access and continuing to improve the patient experience

Trevor to supply several samples of annual review letters and complaint letters with patient identifiers removed.

Regarding Patient Access – Trevor confirmed that age is less of a barrier regarding usage and that a cursory look at a sample of completed surveys revealed that there has been a good level of online responses from +70-year-olds. Trevor has confirmed that our Adult Population (omitting patients of 15 years and below) is 7357. Importantly, 6110 patients have set themselves up to use Patient Access i.e. 83%. As a PPG we now need to consider how we might target those non-users. Being seen to demonstrate inclusivity and accessibility is an important part of our remit, however small this cohort of non-users might be.

4c. Encouraging Younger Demographic.

Esther continuing to work towards this outcome and encouraging potential contact with Gifford Lea Residents' Association.

4d. Newsletter and Blister Pack Update

Next Newsletter scheduled for June - Clare continues to work on content. Currently and in the pipeline for the next edition:

- Section on Dementia Nurse, Rachel
- Feature on Vasectomy Clinic
- Push on the Pharmacy and Letter from Brendan (Terri to liaise with Brendan regarding a 'Farewell to Tattenhall' piece, following the announcement of his retirement).
- HealthBox

In Wendy's absence, Clare updated on the Blister Pack Recycling initiative. This will be rolled out in Tattenhall and for deposit/collection at Tattenhall Pharmacy but logistics and safety issues to be addressed in the first instance; noting that all blister packs must be empty of medication. Thanks expressed for co-ordinating this and in conjunction with a Waverton contact.

5. Updates from the Practice

Complaints

Trevor confirmed receipt of 2 complaints since the last meeting regarding a prescription for antibiotics and another regarding a parent and child

Staffing

- Belinda Davies has been appointed as administrator staff (has worked previously at Farndon Pharmacy)
- Dr Melissa Mottershaw and Dr Ashley Jones joining the Practice as reported previously and will be undertaking initial inductions
- Tilly McFarlane-Andrews – Pharmacy Technician, joining us next month.
- Dr Sameen Jalil has left the Practice, her partner having taken up a post in Cardiff
- Brendan at Tattenhall Pharmacy has announced his upcoming retirement – unwavering support and praise for Brendan. Terri to contact Brendan re: Farewell Article for Newsletter etc.

GMS Imposed Contract

The General Medical Services Contract (GMS) will be imposed for 2023/24, just as it was last year; much of the content of which remains something with which Primary Care does not agree.

The contract determines the funding that is to be allocated per patient and the proposed changes do not cover the spiralling costs of the VSG.

Publicity surrounding the future entitlement of patients to see a Doctor and/or be signposted to an appropriate service has been in the press and may well resurrect intolerance. In any event, it is an area which will require very clear and sensitive signposting to all patients. Already, reception staff are having to comply with the new code and they can no longer request that patients ring back and contact the practice at a later time.

Whilst the contract seeks to encourage a move to 15-minute appointments; this will inevitably reduce our available appointment slots.

The VSG is considering solutions whereby emergency appointments are reduced on a daily basis, thereby creating greater flexibility and allowing patients to forward book appointments. The VSG Team will work on this proposal and Trevor will report back. It might be that contact by patients is made to the local MP since there are simply insufficient doctors and nurses in the NHS.

6. Wildflower Garden

Ongoing – announced that Blue Tits have inhabited the bird box.

7. AOB.

Blister Pack Recycling Initiative – covered above in 4d.

Kelsall Medical Centre and Well Being Hub opened in late March and Esther and David reported on their visit and confirmed that the Enhanced Access service will be moving to Kelsall in due course from Bunbury – links below.

- <https://www.kelsallmedicalcentre.org.uk>
- <https://www.kelsallwellbeinghub.org.uk/>

DATE OF NEXT MEETING

Tuesday 9 May 2023 at 6.30pm

ZOOM

ACTION LOG UPDATE & MATTERS ARISING AS AT 18 APRIL 2023

Log	By Whom	Action
Communications Sub-Group Review Doc (Version 7)	Trevor	DOCUMENT COMPLETE and is displayed on VSG Website. Trevor to confirm that Practice Staff aware of this Comms Doc.
2023 Patient Survey	Mags R & Nikki R	SURVEY RESULTS PENDING – from which an action plan/timeline will be drawn up. Mags to co-ordinate inputting of data from hardcopies – assistance offered re: free text sections
Encouraging a younger demographic	Esther/Mags	Continuing to work towards this outcome and potential contact with Gifford Lea Residents' Association – IN PROGRESS
VSG Confidentiality Agreement	Trevor/Esther	Trevor to ensure that this is complete & with the 2 new PPG members Lizzie Tench and Shadia Topham – Esther to ensure Constitution reflects new membership
DNAs	Trevor/Nikki	CONTINUE TO MONITOR in line with national picture.
Review of Website by Communications Sub-Group & SIGNPOSTING	Clare/Comms Sub Group	WORK IN PROGRESS ON WEBSITE REVIEW AND SIGNPOSTING (in liaison with Clare)

Defibrillator – request by Farndon PC	Trevor	SITING AGREED – PC to liaise with VSG
Plastic Blister Pack Initiative	Wendy/Clare	WORK IN PROGRESS - Roll out to be agreed, together with safety issues, ensuring all blister packs are completely empty.
Letters/Language re: Complaint Responses and Annual Reviews	Trevor/Peter/Comms Sub-Group	IN PROGRESS - Trevor to supply redacted examples to Comms Sub Group.
Patient Access	Peter/Mags/Nikki	IN PROGRESS - Identify solutions to assist the small % of those patients who are not registered or who are non-users.