

**Minutes of the VSG PPG Meeting held on
Wednesday 8th November 2023 at 6.30pm on ZOOM**

Present: David Williams (Chair), Janet Foster (Secretary), Trevor Ferrigno, Peter Overmeer, Jill Jones, Esther Sadler-Williams, Ian Waddington, Susy Leaman, Wendy Bell, Esther Sadler-Williams, Ian Waddington, Susy Leaman, Wendy Bell.

1. Welcome and Apologies:

David welcomed everyone to the meeting
Apologies were received from: Terri Hull, Jan Fereday-Smith (Vice Chair), Mags Roseblade, Lizzi Tench, and Ian Cameron.

2. Approval of Minutes of 10th October and Matters Arising:

The Minutes of 10th October were approved and the Action Log updated.
Matters Arising related to the change of day from Tuesday to Wednesday for future meetings. It was confirmed that meetings will now be held on a Wednesday starting with the December meeting.

3. Suggested Focus for VSG PPG for 2022-23:

3a Communication

Drop-in Sessions for people struggling with technology

- It was agreed that this is something the newsletter and Facebook posts can promote in the future. As formal sessions were not well attended in the past, it was suggested that informal sessions could be considered if needed or a presence in waiting rooms for targeted busy clinics going forward.

NHS App/Patient Access

- The Patient Access and the NHS apps were discussed. It was felt there was little difference between them and the NHS app was reported to be very easy to use. The NHS app was considered to be preferable particularly as there had been some issues with the Patient Access app and it was suggested that this may well close in the future. Whilst both are currently available to patients it was agreed that there would be a move towards using the NHS app in the future. This could be promoted at drop-in sessions.

Publicising Enhanced access

- Information on the Enhanced Access service is available on the website and can also be booked via the surgery. It was felt this did not need further publicity at present.

Publicising back to back appointments

- Raising awareness of the option to book 2 appointments back-to-back and adding additional information to appointment booking on the app was discussed and the impact on capacity was considered. The admin

team already monitor online appointments and will facilitate double appointment booking, there is also information on the website about when this is appropriate and how to book. It was agreed that as this information is already available for patients' further publicity was not required currently.

Website

- The meeting agreed that the recent work updating the surgery website had been a great success and it is now looking much better. Jan intends to catch up with Clare about a couple of changes and then the work should be complete.

Complaint Letters (Peter/Jan)

- Input from PPG members will continue to support the practice with complaint response letters.

Annual Review Letters – David & Peter

- Letters have been reviewed and discussed with Trevor, a meeting is planned to look at producing updated versions.

Future Communications topic's

- A recent piece on Facebook about the need to explain to the reception staff the issue the patient requires help for could be publicised.
- Publicising the good practice that is going on at the practice and the improvements that have been actioned. Possibly highlighting the reduction in abuse the surgery team experience.
- A query about incorrect information recorded on the prescription sheet patients receive with their medication from the pharmacy was raised, Trevor agreed to review this.
- Actions:
 - Jan to link with Terri and Esther to produce a summary of the journey of the last 12 months and the achievements
 - An introduction to the new PPG Chairman to go on the practice noticeboard and PPG website.

3b. Newsletter

- Terri has offered to lead on the Newsletter production, there are a couple of things already prepared to include in the next edition. It was considered important that we highlight the newsletter is produced by the PPG rather than the surgery. The frequency of the newsletter is to be reviewed and agreed.

3c. Welsh Interface

- Issues when using NHS 111 where highlighted, if patients have an LL postcode, they are required to know the practice postcode. Comms to emphasis this needs to be included in the next newsletter.

- Safeguarding refusals continues to be a concern. The surgery continues to log each refusal as a significant event.
- Jan and David to raise this issue at the next ICB meetings.

4. Updates from the Practice

Trevor reported:

- No complaints had been received.
- Friends & Family feedback continues to be very positive, with very few negative comments. Changes to the appointment system seems to have had a significant impact on this.
- Trevor requested that PPG members look at the Private Referrals FAQ's on the website with a view to changes being discussed at the next meeting.
- The practice will be contacting a number of patients with cardiac issues randomly who will be offered a review with a cardiologist, this is being funded by Pharma.
- Staff changes: Gill Woodhead, Practice Nurse will be retiring at Christmas.
- QOF (Quality Outcomes Framework) was discussed, Trevor explained the purpose is to improve health outcomes, it is based on a points system and data is collected annually. The surgery proactively manages this process across the year which is monitored by a member of the team.

Staff wellbeing has been added this year, the practice has conducted a staff survey via questionnaire. The uptake by staff has been good and the feedback will be explored.

5. Wildflower Garden

Ian had nothing to report and asked for this item to be removed from the agenda until spring

6. AOB

- Blister pack recycling; David has had an email exchange with Annette Lawrence and due to a reduction in recycling outlets it was agreed to remove this item from future agendas. Item removed from the Action log.

Wendy reported that Terracycle have started a scheme where labels can be printed and blister packs posted to them. The amount is restricted but this could work for some.

- Parish Council Grants Trevor is seeking a quote for curb stone fixing this could be a possible application for a grant

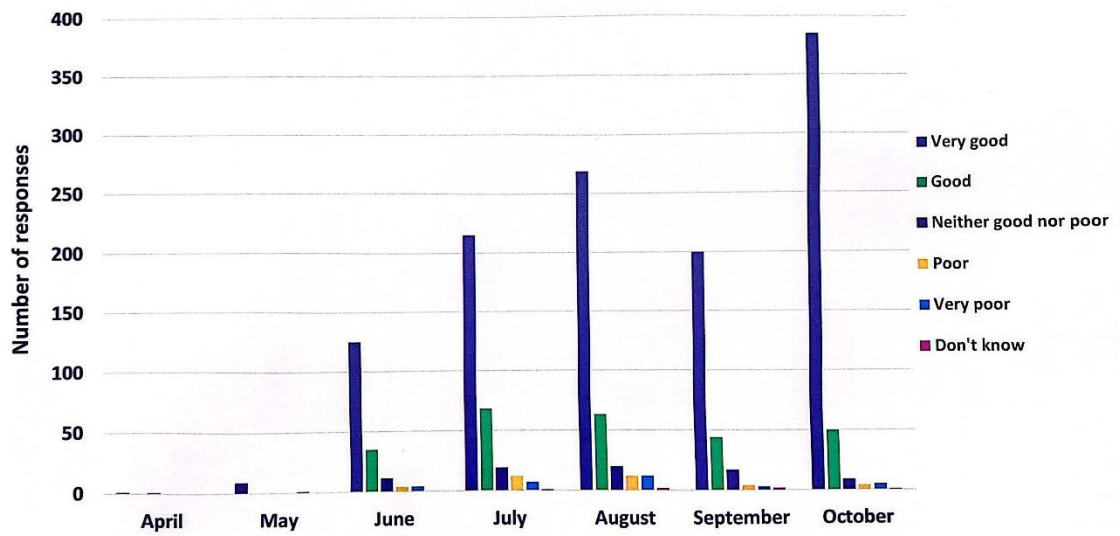
DATE OF NEXT MEETING

Wednesday 13th December 2023 at 6.30pm, at Farndon Memorial Hall

	April	May	June	July	August	September	October
Very good	1	9	125	215	269	200	385
Good	0	0	35	68	63	44	50
Neither good nor poor	1	0	11	19	20	17	9
Poor	0	0	4	12	12	4	4
Very poor	0	1	4	7	12	3	5
Don't know	0	0	0	1	2	2	1

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FRIENDS AND FAMILY RESULTS 2023/24



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ACTION LOG UPDATE & MATTERS ARISING AS AT 10th OCTOBER 2023

Log	By Whom	Action
2023 Patient Survey	Esther/Comms Sub-Group/Clare	OPEN Open Actions Continue to publicise/signpost Enhanced Access Continue to publicise booking of 2 appointments back-to-back Continue drop-in sessions for NHS app/Patient Access
Encouraging a younger demographic	Esther/Mags	Currently removed from the Agenda.
VSG Confidentiality Agreement	Trevor/Esther	Trevor to ensure that this is complete before AGM – Lizzie Tench, Shadia Topham and Pat Lester - 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	COMPLETE
Letters/Language re: Complaint Responses and Annual Reviews	Trevor/Peter/Comms Sub-Group	COMPLETE (annual review letters will continue to be monitored Peter/David/Trevor)
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 – session at Gifford Lea
Introduction of 'Book Ahead' appointment system and 'Text Reminders'	Trevor/Clare/Nikki	IMPLEMENTED