

**Minutes of the VSG PPG Meeting held on  
Wednesday 10<sup>th</sup> January 2023 at 6.30pm by Zoom**

**Present:** David Williams (Chair), Jan Fereday-Smith (Vice Chair), Janet Foster (Secretary), Trevor Ferrigno, Esther Sadler-Williams, Terri Hull, Ian Waddington, Gill Jones, Suzy Leaman.

**1. Welcome and Apologies:**

David welcomed everyone to the meeting.

Apologies were received from: Peter Overmeer, Pat Lester.

**2. Approval of Minutes of 8<sup>th</sup> November and Matters Arising:**

The Minutes of 13<sup>th</sup> December 2023 were approved.

Matters Arising: none.

**3. Holt Village Social Media 19<sup>th</sup> December 2023:**

David reported that Holt Facebook page activity on the 19<sup>th</sup> December about an incident at Farndon surgery had been brought to his attention and he provided an overview of the issues highlighted on social media.

The surgery did not get involved in the social media discussion, it was highlighted that staff had been distressed by the incident and the practice have communicated with the individual involved. Subsequently the incident did not escalate to a complaint...However, a patient warning letter was issued under the Zero Tolerance policy for the behaviour at the practice.

**4. DNA (Did Not Attend) message from PPG**

Esther and Terri reported that a draft text message has been produced, they now need agreement on time frames for sanctions.

Trevor outlined the process of a DNA: the clinician involved makes the decision to send a text message to the patient following DNA, these are generally not sent to older adults, patients with known mental health or substance related issues.

Caution was advised with regards to the tone of the message and consideration given to the impact of 'harsh' messages. It was suggested context and empathy may be helpful to create a softer message. Whilst others felt a clear communication of sanctions for repeat offenders was appropriate.

It was agreed that there would be another editorial run, time frames would be included and the final draft would be shared at the next meeting and would also be included in the next Newsletter to highlight the issue of missed appointments.

**5. Funding of Primary Care**

David had circulated a document 'Will general practice still be financially viable after 1<sup>st</sup> April 2024?' by Ceri Gardener for PPG members to read in preparation for discussion.

It was agreed that a letter from the PPG would be useful, but it would be best to wait until the Chair had attended the next PCN Chair's meeting for the briefing.

There was a discussion about different opinions as to whether letters to MP's were more impactful from individuals or collectives. Suzy kindly agreed to approach the Local MP Edward Timpson to gauge which option he considered as most helpful, one letter or many.

#### **6. NHS App Ambassadors**

Trevor is registered as an App Ambassador for the surgeries and the PPG can also nominate an Ambassador. David asked for expressions of interest from the group. It was considered that this would be a useful role as it would support patient communication.

David agreed to take this on and register as the PPG Ambassador.

#### **7. PPG Newsletter Topics:**

In preparation for the next Newsletter which is due out in March, Terri has been in discussion with Claire.

Suggested topics for the next newsletter are:

- DNA's
- Pharmacies prescribing, transition and roll out.
- Promote the CQC ranking of the practice
- Transition to NHS App
- Younger people – engagement with PPG
- Better health and how are you quiz
- Self-referral
- Ovarian cancer, national stress and national walking campaign
- Friends and Family data – promote improvement since June (Trevor to check if this could be included)
- Introduce new staff - Lucie Davies, Nurse and Dr Mottershaw, GP

The increased expressions of frustration to practice staff about private prescriptions could be focused on and spell out the implications of accessing private medicine in relation to prescriptions.

#### **8. Reinstatement of action log:**

David and Janet had discussed continuation of the action log and it was agreed that we should update an archive the current log and start a new log for this year.

Davied, Jan and Janet will meet to review and update the current log.

#### **9. Updates/News from the Practice**

Trevor reported:

- There had been no complaints received.
- There had been an increase in the amount of Christmas donations received by the staff which had been greatly appreciated.
- Friends and Family feedback remains predominantly positive.
- Team update – Dr Gillies has reduced from 4 to 3 sessions per week; Dr Jones will pick this session up.
- The NHS has started posting out the Annual Survey to patients, unfortunately some questions have changed and therefore comparisons will not be possible. It was requested that if received please complete and return.
- The NHS has found money for changes to the telephone systems for practices. If the NHS fully fund the new system, then the practice will take advantage of this but will not if not fully funded.

#### **10.AOB**

- David has circulated photographs of the PPG notice boards in both practices to assist the group to explore possible changes
- The screens in the waiting rooms still don't work and the IT team are struggling to fix them, the company it was purchased from will need to re-connect the system.
- Terri reported that she had received the invoice for The Vault in Tattenhall, the price has increased by £5 to £25 per session, Trevor agreed to this increase in cost.
- Terri has completed an audit of more than 2 years' worth of past PPG Newsletters to review what has been included and look at what bite sized chunks could be included in the future

David concluded the meeting by thanking everyone for their continued contributions and energy.

#### **DATE OF NEXT MEETING**

**Wednesday 21<sup>st</sup> February 2024 at 6.30pm, The Vault, St Albans, Tattenhall**