

**Minutes of the VSG PPG Meeting held on  
Wednesday 10th April 2024 at 6.30pm in Farndon**

**Present:** David Williams (Chair), Jan Fereday-Smith (Deputy Chair), Janet Foster (Secretary), Trevor Ferrigno, Ian Waddington, Ian Cameron, Peter Overmeer, Terri Hull, Suzy Leaman.

**1. Welcome and Apologies:**

David welcomed everyone to the meeting.

Apologies were received from: Esther Sadler-Williams, Wendy Bell, Caroline Dickenson, Mags Roseblade and Gill Jones

**2. Approval of Minutes of 21<sup>st</sup> February and Matters Arising:**

The Minutes of 13<sup>th</sup> March 2024 were approved.

Matters Arising: none.

**3. Surgery Messages (Peter O)**

Peter highlighted that he had received a text message from the surgery regarding results (cholesterol) which had been unclear as to what he was expected to do in response.

Following discussion Trevor agreed that the template text messages would be reviewed in response to this feedback. It was agreed that Peter and Trevor will review these text messages as the PPG did with annual review letters.

**4. Disabled car park marking – new date (David)**

David reported that unfortunately the planned date for this work had to be cancelled due to adverse weather. A new date to complete the work was proposed, weather permitting this will now take place Wednesday 1<sup>st</sup> May 2024 at 1pm. More volunteers would be helpful, if anyone is interested can they please let David know?

**5. Rural Alliance PPG Chairs meeting (David)**

David reported that frustratingly an administrative error had meant that neither he nor Jan had received an invite to the last meeting, this has now been sorted to ensure they receive future invites.

The minutes indicated that:

- There had been a presentation from William Greenwood from the LMC (chair of the PPG at his practice in Shropshire) he focused on the challenges GP practices are facing especially financially.
- Social prescribing was discussed and VSG was identified as a high referrer, well done VSG.
- A PPG Quality Indicator Checklist had been circulated which will be reviewed by David and Jan.

**6. Newsletter (Terri)**

Terri & Clare were thanked for the tremendous amount of work they had put into the latest edition of the Newsletter.

Trevor reported that the practice had changed how the Newsletter was circulated to patients, a link via email was sent out. The possible anxiety some may feel about opening a link was discussed and concern was expressed about a requirement to provide personal information (one patient comment). It was suggested that highlights from the newsletter could be included in the email in the future.

It was reported that the transition to the NHS App from Patient Access continues, David has circulated the NHS App Ambassadors Newsletter to the group. Also, the screens in the waiting areas are now working and being updated.

**7. Updates/News from Practice – (Trevor)**

Trevor provided a very informative and helpful presentation to the group about the funding Practices receive from NHSE, and the challenges of managing increasing costs and this financial year's reduction in Primary Care funding.

**8. Work streams (David/Jan)**

The following workstreams have been identified for this year. Further discussion will take place at the next meeting to develop action plans and future monitoring processes:

1. Reviews of text messages
2. Self-referral signposting
3. Disabled bay line painting – Farndon/Tattenhall
4. DNA protocols
5. NHS app roll out
6. Newsletter items

**DATE OF NEXT MEETING**  
**Wednesday 8<sup>th</sup> May 2024 at 6.30pm, on Zoom.**