

**Minutes of the VSG PPG Meeting held on  
Wednesday 10th July 2024 at 6.30pm on Zoom**

**Present:** David Williams (Chair), Jan Fereday-Smith (Deputy Chair), Janet Foster (Secretary), Trevor Ferrigno, Ian Waddington, Wendy Bell, Esther Sadler-Williams.

**1. Welcome and Apologies:**

David welcomed everyone to the meeting and expressed his thanks to Ian Cameron for his contribution to the PPG and wished him well as he will be stepping back from the group.

Apologies were received from: Terri Hull, Peter Overmeer and Hilary Wells.

**2. Approval of Minutes of 12<sup>th</sup> June 2024 and Matters Arising:**

The Minutes of 12<sup>th</sup> June 2024 were approved.

Matters Arising: an issue about booking ahead with the revised appointment system was raised at the last meeting which related to the percentage of appointments available to book online vs those that can be booked directly and whether this needed to be revised and changed.

Trevor informed the meeting that currently 25% of appointments are bookable on line, this can be increased if the PPG identify a need. Checks at the meeting revealed a range of online bookable appointments available for the following week. Each GP has 6 online appointments available each day.

The meeting agreed to review this every 3 months, it will be added it to the action plan for monitoring.

**3. Newsletter**

Trevor reported that the final draft of the Newsletter is currently with him for review and he hoped to send this out to patients at the end of this week

**4. Updates/News from Practice – Trevor**

- The new telephone system went live on the 4<sup>th</sup> July 2024. A discussion took place about the difference this will make to the back-office functions, which will become clear over time. Trevor explained that NHSE views the benefits of the system as providing data and patients can get a callback. In relation to the capacity of the system 20 people are held in the que at any one time and they can select a call back or to speak to reception in call order. If the patient doesn't answer the call back, the system will call them 3 times and record the 3 attempts in the system log. It is planned to look at the data available once the system has been running for a month.
  
- The recruitment of a replacement for Melisa Mottershaw is underway.

- A collective action by Primary Care across the country took place over the week end prior to the general election, following notification by the LMC & BMA that NHSE intended to switch on the facility for a 3<sup>rd</sup> party provider to write directly in a patient's medical record and add medication. Practices responded by going into work and switching this facility off.

## 5. Work streams

- **PPG Quality Performance Indicator - David/Janet/Jan**

The rating responses for the quality indicator items provided by 7 PPG members have been collated and the results are as follows:

	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>
<b>Indicator 1</b>	0	0	7
<b>Indicator 2</b>	3	2	0
<b>Indicator 3</b>	1	6	0
<b>Indicator 4</b>	0	3	4
<b>Indicator 5</b>	0	3	4
<b>Indicator 6</b>	6	0	0
<b>Indicator 7</b>	3	4	0
<b>Indicator 8</b>	4	3	0
<b>Indicator 9</b>	0	1	6
<b>Indicator 10</b>	1	4	2
<b>Indicator 11</b>	0	0	7
<b>Indicator 12</b>	0	1	6
<b>Indicator 13</b>	1	2	4
<b>Indicator 14</b>	0	1	5

The meeting decided that the results would be reviewed outside of the meeting and the outcome will be presented to a future meeting.

- **Routes to healthcare – David/Ian**

Further to David's circulation of a graphic that we could use to illustrate how patients could self-refer to certain services, Ian Waddington has kindly offered to work on this further and develop the graphic with QR codes included.

- **Action log - Janet**

An 'Action Log' has been created and will be used as a PPG working document, it is intended to include live issues and will be updated as appropriate. It was agreed that this will be added to the minutes.

## 6. AOB

- The impact of the DNA management changes was queried, Trevor informed the meeting that it hasn't been used yet.
- NHS App – David highlighted that messages from the practice were now coming via the NHS App. Trevor explained the messaging process and

reported that NHSE funds text messaging via the app because more people are now using this app.

It was noted that people would need to look for messages and that this could be problematic if they were not expecting it and therefore messages could be missed. This is potentially something to be highlighted in the next newsletter as patients need to be informed of this.

- Tattenhall Practice car park – David and Ian have provisional plans to complete the work on the disabled bay on Weds 24<sup>th</sup> July 2024 (TBC & weather dependant!!) Volunteers welcome.

### DATE OF NEXT MEETING

**Wednesday 11<sup>th</sup> September 2024 at 6.30pm, at Farndon Memorial Hall.**

### VSG PPG ACTION PLAN

Topic	By Whom	Updates
<p><b>1. Appointment booking changes:</b> -- Undertake a review of the changes made to the practice appointment system and messages, telephone and text.</p> <p><b>2.</b> Review the % of online vs direct contact appointments available every 3 months and adapt if required</p>	ALL	10.7.24 % of online vs direct contact appointments available reviewed in meeting. No change required currently.
<p><b>3. New telephone system;</b></p> <ul style="list-style-type: none"> <li>- understand the functionality and benefits to patients.</li> <li>- PPG support for the transition to new system</li> </ul>	ALL	10.7.24 system live from 4.7.24.
<p><b>4. PPG Newsletter:</b> Change how patients receive the Newsletter.</p> <p>Address issues with the readability on phones.</p> <p>Newsletter drafts to be shared with the Chair and Deputy Chair for final authorisation.</p>	Trevor/ Terri/ David	
<p><b>5. DNA management impact:</b> what are the implications of the new text and how do we review this? (Do the changes make a difference? Has it created more complaints?)</p>	Trevor	10.7.24PPG reviewed the impact of new management system, it has not been used yet.
<p><b>6. Standardising the PPG communication</b> i.e. website, newsletter &amp; noticeboard</p>	David/ Terri	
<p><b>7. Review of Website</b></p>	ALL	

<p><b>8. Transfer from Patient Access App to NHS App:</b> support for patients to use an app, development of NHS app to be fit for purpose.</p>		<p>Actions to be identified</p>
<p><b>9. PPG health check:</b> completion of PPG Quality Indicator, identify future development to improve ratings and understand what makes a real difference to patients.</p> <p>Consider the possibility of a Partner at future PPG AGMs, and clinical representation at PPG meetings.</p>	<p>ALL</p>	<p>10.7.24 PPG members self-ratings have been collated and will be reviewed to assist targeting shortfalls over next year.</p>
<p><b>10. Creating Disabled Parking bays in both surgery car parks:</b></p>	<p>Any willing members</p>	<p>10.7.24 Farndon practice, work completed on creating disabled bays and line markings. Tattenhall practice line marking provisional date 24.7.24.</p>
<p><b>11. Promotion of self-referral and value to patients.</b></p>	<p>David/ Janet/ Jan – input from all</p>	<p>10.7.24 David provided a draft graphic and Ian Waddington to continue the development of this work which will be used in Newsletter, Website and on PPG noticeboard.</p>