

**Minutes of the VSG PPG Meeting held on
Wednesday 11th September 2024 at 6.30pm Farndon Memorial Hall**

Present: David Williams (Chair), Janet Foster (Secretary), Trevor Ferrigno, Ian Waddington, Caroline Dickinson

1. Welcome and Apologies:

David welcomed everyone to the meeting.

Apologies were received from: Jan Fereday-Smith, Terri Hull, Peter Overmeer, Wendy Bell, Esther Sadler-Williams, Mags Roseblade, Suzy Leaman and Hilary Wells.

2. Approval of Minutes of 10th July 2024 and Matters Arising:

The Minutes of 10th July 2024 were approved.

Matters Arising: none.

3. Updates/News from Practice – Trevor

- Staff changes: Dr Mottershaw has now left the practice.
Dr Sarwar started last week, he has an interest in older people's medicine and will work Wednesday pm, Thursday & Friday each week.
Dr William Staff will be starting on the 7th October to cover maternity leave until May 2025, he will work Monday & Tuesday each week.
- The new telephone system has settled in, Trevor provided an overview of the number of calls and response times, the average wait for a response is 5 minutes.
- **Vaccination Clinic's** - thank you to Nikki for providing the following information:
 - **RSV** – is available at the Surgery now for all patients aged 75-79 years (and patients that turn 80 between 1.9.24 and 31.8.25). Patients are being invited via SMS or telephone. There are limited clinics available to book into at both surgeries, due to the size of the RSV vaccine box being large and not having the capacity in the fridges to accommodate large volumes of the vaccines. Hopefully additional clinics will be available on the system once the number of influenza vaccinations have reduced.
 - **Child Flu vaccinations** – invitations have gone out for these. Clinics are being held in surgery time throughout the rest of September and into October. Patients eligible are those 2-3y and those 4-17y in an at-risk category.
 - **Adult Flu vaccinations** – Farndon Clinic is 12th October 2024, Tattenhall Clinic is 26th October 2024. Invitations are slowly going out for these via email, NHS App notification and SMS. Additional clinics will be held at both surgeries after the Tattenhall date in October. Patients may be vaccinated at the Surgery from 3rd October 2024. Therefore, if a patient is in for another appt after that date they might be vaccinated opportunistically. It is unclear which pharmacies are providing flu vaccines.
 - **COVID Vaccinations** – the practice is not providing these. Patients are advised to ring 119 or go online to book when it opens 23rd September. It is unclear which Pharmacies will be doing COVID vaccines yet.
 - **Housebound patients for flu/COVID vaccines** – the Practice housebound patients will be vaccinated by Remedi. Housebound patient's details will be shared with Remedi who will arrange to go out to patients.
- BMA dispute – the dispute is ongoing and the practice is limiting their work to statutory requirements as are other practices i.e. non-attendance of non-important meetings. The Practice is NOT reducing the number of appointments
- A patient query emailed to a PPG member regarding the availability of travel vaccinations at the practice was discussed. Trevor informed the meeting that this is not available on the NHS free of charge, practices can choose to take this on as

additional private work which some do. However, as this creates a considerable amount of clinical work the VSG has chosen not to offer this to patients.

- A discussion took place about the impact of housing developments on both practices and whether there was capacity to take on new patients. Trevor reported that they are in a position to take on new patients currently.
- Friends and Family results attached.

4. Rural Alliance PPG meeting - David

David attended the Rural Alliance PPG Chairs' meeting (virtual) 20th August

The meeting was largely given over to a presentation by the *Director of Business Intelligence Transformation for Arden and GEM Trust Commissioning Support Unit (CSU)*.

This NHS CSU is leading a project to translate anonymised health data into health improvement actions across the Cheshire and Merseyside Trust. At this time there are two messages for patients:

- There will be an option for any individual to opt out (future action)
- There is an invitation for any individual patient to participate in the consultation with information at the attached link. [Data into Action \(cheshireandmerseyside.nhs.uk\)](http://cheshireandmerseyside.nhs.uk)

The Enhanced Access service whereby GP Practices across the Rural Alliance offer patients enhanced access outside of the usual opening hours, to allow you to be seen at a more convenient time was discussed. This is clearly offered on the Practice website but not widely used.

Day	Session Time	Location
Friday	6.30pm - 8.00pm	Bunbury Medical Practice
Saturday	9.00am - 5.00pm	Bunbury Medical Practice

5. Newsletter

The first draft of the next edition of the Newsletter is currently with Claire and Terri. The meeting wished to convey they're thanks to them for the continued hard work they put into producing such an excellent publication.

A discussion took place about issue of review and sign off as mentioned in previous minutes. The impact of reviewing and feedback was raised as a concern, in particular how this would be undertaken. If this involved feedback from others and subsequent changes being required, undertaking this would incur a cost to the practice which could not be sustained.

It was suggested that editorial responsibility would sit with Terri and signed off by the PPG Chair. This will be discussed again at the next meeting when Terri is present.

6. Signposting 'infogram' – David/Ian W

Ian shared with the meeting a draft graphic sheet that illustrates how patients could self-refer to certain NHS services, he has developed a section for each service which includes information about what they offer and referral information including a QR code for easy access. He also shared a sheet that outlines self-care information that will be linked to the self-referral sheet.

The meeting welcomed both graphic sheets, a couple of minor suggestions and additions were discussed and how and where we can use this in the future. The practice website

and the PPG notice board were considered to be the initial homes for this information. It was also felt that a discussion needed to take place with Terri about links being included in the Newsletter.

The meeting thanked Ian for the tremendous work he has done in developing David's initial idea.

7. PPG Health Check - David

David had collated the scores and comments from the recent circulation of the PPG Health Check document with a view to identifying where the PPG currently achieves the highest standard and areas for future development.

Discussion points were:

- PPG contact with commissioners – as the CCG doesn't exist anymore it was considered this was not achievable.
- Clinical input to the PPG – whilst this was not possible for monthly meetings the possibility of a GP in attendance at the AGM will be considered.
- The make-up of the PPG and how representative it is – the many attempts to attract patients of various ages onto the PPG were discussed and agreed this is ongoing. It was suggested that David would draft something that could go onto the PPG webpage inviting representation from various groups of patients. It was also highlighted that representation of Welsh patients would be useful to understand the issues they may face and also increase representation from Gifford Lea.

8. AOB

- Blister Pack recycling – it was noted that the availability of boxes for recycling blister packs has been financial supported by Tattenhall Parish Council and Transition Tattenhall. Recycling boxes have been located in the village for blister packs to be deposited. Concerns were raised about what would happen to these boxes once full, who would be responsible for their transportation etc and further concerns were raised about the final destination of these items, which is potentially land fill.

Following discussion, it was agreed that the Practice and the PPG would need more information before we could support this initiative. Therefore, it will be discussed further at the next meeting.

- Ian W reported that he had received a number of plant plugs from Transition Tattenhall and that these have now been planted. A meeting will now need to take place with Andy who strims and mows the grass to ensure he is aware of where these plugs are planted so they can be kept safe. It was agreed that Trevor would ask Andy to contact Ian to discuss this further.
- Trevor raised the issue of consent to receive the Newsletter and a process to 'unsubscribe may be required. The next Newsletter may need to include information about if a patient does not wish to receive the Newsletter how they can opt-out, the process for this would be to email the PPG to declare this.

DATE OF THE AGM & NEXT MEETING

Wednesday 9th October 2024 at 6.30pm, at St Alban's Tattenhall.

VSG PPG ACTION PLAN

Topic	By Whom	Updates
<p>1. Appointment booking changes: -- Undertake a review of the changes made to the practice appointment system and messages, telephone and text.</p> <p>2. 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>3. New telephone system;</p> <ul style="list-style-type: none"> - understand the functionality and benefits to patients. - PPG support for the transition to new system 	ALL	10.7.24 system live from 4.7.24.
<p>4. PPG Newsletter: 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	11.9.24 the practicalities of this and potential additional cost to the practice of numerous changes was discussed. It was suggested that Terri would have editorial responsibility and the Newsletter would be signed off by the PPG chair. To be decided at the next meeting.
<p>5. DNA management impact: 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	10.7.24 PPG reviewed the impact of new management system; it has not been used yet.
<p>6. Standardising the PPG communication i.e. website, newsletter & noticeboard</p>	David/ Terri	
<p>7. Review of Website</p>	ALL	
<p>8. Transfer from Patient Access App to NHS App: support for patients to use an app, development of NHS app to be fit for purpose.</p>		Actions to be identified
<p>9. PPG health check: 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 AGM's, and clinical representation at PPG meetings.</p>	ALL	<p>10.7.24 PPG members self-ratings have been collated and will be reviewed to assist targeting shortfalls over next year.</p> <p>11.9.24 PPG members responses to the quality indicator were presented to the meeting, generally the ratings were positive and the work of the PPG in achieving this was recognised.</p> <p>Potential areas for future work were: Possible clinical representation of the Practice at AGMs in the future.</p>

		<p>Diversity- representation on PPG of all groups withing our rural locality i.e. Welsh patients and Gifford Lea residents.</p> <p>It was agreed the final version of the completed Health Check documents would be put on the PPG website.</p>
10. Creating Disabled Parking bays in both surgery car parks:	Any willing members	<p>10.7.24 Farndon practice, work completed on creating disabled bays and line markings.</p> <p>Tattenhall practice line marking provisional date 24.7.24. Completed</p>
11. Promotion of self-referral and value to patients.	David/ Janet/ Jan – input from all	<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> <p>11.9.24 Ian produced draft Self-Referral & Self Care graphic documents which were discussed. They were considered to be a great addition to the promotion of self-referral and can be used in a variety of ways to inform practice patients. Suggestions for additions and linking the two documents are to be incorporated.</p>