

**Minutes of the VSG PPG AGM held on
Wednesday 9th October 2024 at 6.30pm at The Vault, Tattenhall**

Present: David Williams (Chair), Jan Fereday-Smith (Vice Chair), Janet Foster (Secretary), Esther Sadler-Williams, Terri Hull, Trevor Ferrigno, Peter Overmeer, Ian Waddington, Hilary Wells

1. Welcome and Apologies

David welcomed everyone to the AGM.

Apologies received from: Wendy Bell, Caroline Dickinson

2. Approval of Minutes of 10th October 2023

Minutes of the AGM held on 10th October 2023 were approved.

3. Matters Arising

No matters arising.

4. Chair's Report

David presented the Chair's Report – see below:

Chair's Review 2023 - 2024

What we do is underpinned by two routines which we've stuck to and delivered.

We have continued to meet monthly with face-to-face meetings at both Tattenhall and Farndon, alternating with our Zoom meetings to provide flexibility for our attendees. As ever, the year saw some members dropping off, but we also welcomed some new members, and our current PPG committee stands at 16 excl. the Practice representation.

The Newsletter – as part of the preparation for the AGM I went back through previous copies recognising the consistent high quality of each newsletter and relevance.

The appointment scheduling change was last year's highlight but, we should continue to celebrate the success.

Our focus for the year was again around the theme of communications; over the past year I've confirmed my view that there is a lot of high-quality information available within NHS resources but it's often not easy to find!! We have therefore focused on simplifying access to signposting information and completed website updates.

VSG PPG Achievements 2023/24

Completed:

- Revision of text messages, complaint and annual review letters
- A review of appointment scheduling
- Disabled bay painting at Farndon and Tattenhall practices
- Website upgrade
- PPG Quality Performance Indicator completion
- A review of DNA's communication to patients
- Awareness raising of the new Pharmacy First prescribing services
- Development of Signposting Info for self-referral services

Ongoing:

- Production of regular and detailed PPG Newsletters, supporting communication with patients
- A review of complaints letters
- Support and advice for the use of the NHS App as needed
- The continued development of the Wild flower garden
- Website review
- Attendance at and feedback from Rural Alliance

Loitering:

- Exploration of issues for Welsh Patients
- Advice re blister packs recycling
- PPG Notice boards

There has certainly been a lot achieved and to be proud of. My personal thanks go to everyone in the group, you volunteer for tasks and get them done and are a pleasure to work with. Without this my task would be a challenge and one that I see most other PPG Chairs struggling with for this reason. Special mentions to Jan and Janet who have provided super support

As a PPG we must continue to champion the wonderful work our practice team does often under the most challenging of circumstances. Thank you

David Williams
Chair VSG PPG

5. Future Objectives and Questions from the Floor:

Agreed that future objectives from 2023-24 AGM to be carried forward:

- Communications/Signposting
- Use of 'patient speak' in all areas
- Patient Practice Leaflet (to be updated by Esther/Terri)
- Newsletter and Website

6. Election of Officers for 2024-25:

- **Chair** – David Williams - proposed (Esther), seconded (Janet), unanimous.
- **Vice Chair** – Ester Sadler-Williams - proposed (Terri) seconded (Peter), unanimous
- **Secretary** – Janet Foster - proposed (Terri), seconded (Ian), unanimous.

On behalf of the VSG, Trevor thanked all outgoing officers and the PPG members.

7. Annual Review of Constitution:

No changes were identified, David will sign accordingly

8. AOB:

- The attendance of a VSG partner at PPG AGM's and quarterly PPG meetings was discussed and Trevor will discuss this with the relevant Dr's
- Future meeting dates and venues to be circulated by David, the following meetings were confirmed:

Wednesday 13th November 2024 at 6.30 on zoom

Wednesday 11th December 2024 at 6.30 at Farndon Memorial Hall