

**Minutes of the VSG PPG Meeting 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 11th September 2024 and Matters Arising:**

The Minutes of 11<sup>th</sup> September 2024 meeting were approved.

Matters arising:

- Peter raised a query about the practices capacity to take on new patients. Trevor explained that new patient address criteria had been tightened, patients moving outside of the boundary are not kept on and advised to register with a new GP. Issues relating to the Rossett new housing development were discussed.
- Gifford Lea patient dissatisfaction was discussed and it was explained by Caroline that the dissatisfaction mainly relates to the wrap around services for residents with complex needs, not the GP practice. Esther repeated her offer to provide an information session to Gifford Lea residents that focuses on the use of the NHS App and Q&A's. Caroline offered to liaise with Rachel at Gifford Lea re the Newsletter and Ester's offer of a session in the future.

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

- Staff changes: Two new Drs are settling into the practice and already being mentioned in Friends & Family reviews.
- The Flu vaccination clinics are due to take place over the next couple of weeks.

**4. Newsletter – Terri**

The next edition of the Newsletter is due to be sent out over the next week. The PPG expressed thanks to Terri and Claire for the work they put into producing the Newsletters.

Terri reported that the new telephone system will be included in the next edition of the newsletter along with an explanation of the new DNA management plan and communications.

The group were invited to submit articles for future Newsletters, all contributions are welcome.

A query was raised about how the practice deals with registering Lasting Power of Attorney (LPA) and it was discussed whether this was something to cover in the Newsletter. LPAs do not need to be presented to the practice but it was highlighted that they only become relevant if a patient lacks capacity and probably not something to include in the Newsletter. Proxy Access however has had considerable coverage in past Newsletters.

The production frequency of the PPG Newsletter was discussed and it was agreed quarterly editions would continue. For future editions the ability to unsubscribe need to be considered and a way to action this found.

**5. Blister Pack Update - Esther**

Esther has looked into the local process set up in Tattenhall for recycling blister packs and she explained that this is being managed by one person, Yvonne Keeping, and funded locally. There are 2 companies across the country that will recycle blister packs and the local project is set up to work with one of them. This is a local project that is operating outside of the VSG.

The local project has strict criteria relating to the collection of blister packs. The collection boxes should not be placed in public areas, any packs containing tablets or capsules must not go into these boxes and blister packs have to be handed to someone responsible for the collection boxes items cannot be placed directly into them. There are collection boxes placed around Tattenhall, the locations are; the Library, Church Bank, Flacca Court and the Post Office.

The collection boxes are decanted into one master collection box which the company comes to collect and takes them for recycling.

Issues with the box at Gifford Lea were discussed and Esther kindly agreed to go and discuss the safe collection of blister packs with Rachel.

#### 6. AOB

- Peter highlighted that the NHS App indicated that you can only add another person to your App if they are a patient at the same surgery. Trevor reported that this was factually incorrect and should be highlighted to the App developers.
- It was discovered during the meeting that any COCH appointments are now visible on the NHS App.

### DATE OF THE NEXT MEETING

Wednesday 13<sup>th</sup> November 2024 at 6.30pm, on Zoom.

### 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>	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

Newsletter drafts to be shared with the Chair and Deputy Chair for final authorisation.		the Newsletter would be signed off by the PPG chair. To be decided at the next meeting.
<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?)	Trevor	10.7.24 PPG reviewed the impact of new management system; it has not been used yet.
<b>6. Standardising the PPG communication</b> i.e. website, newsletter & noticeboard	David/ Terri	
<b>7. Review of Website</b>	ALL	
<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.		Actions to be identified
<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.  Consider the possibility of a Partner at future PPG AGM's, and clinical representation at PPG meetings.	ALL	10.7.24 PPG members self-ratings have been collated and will be reviewed to assist targeting shortfalls over next year. 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. Potential areas for future work were: Possible clinical representation of the Practice at AGMs in the future. Diversity- representation on PPG of all groups withing our rural locality i.e. Welsh patients and Gifford Lea residents. It was agreed the final version of the completed Health Check documents would be put on the PPG website. 9.10.24 It was agreed at the AGM that a VSG Partner would attend future PPG AGM's where possible and also quarterly meetings.
<b>10. Creating Disabled Parking bays in both surgery car parks:</b>	Any willing members	10.7.24 Farndon practice, work completed on creating disabled bays and line markings. Tattenhall practice line marking provisional date 24.7.24. <b>Completed</b>
<b>11. Promotion of self-referral and value to patients.</b>	David/ Janet/ Jan – input from all	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. 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.

