

**Minutes of the VSG PPG Meeting held on
Wednesday 8th January 2025 at 6.30pm on Zoom**

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

1. Welcome and Apologies

David welcomed everyone to the meeting and wished everyone a Happy New Year. Apologies received from: Caroline Dickinson

2. Approval of Minutes of 11th December 2024 and Matters Arising:

The Minutes of 11th December 2024 meeting were approved.

Matters arising:

Referral of Holt VSG patients to the Wrexham Maelor - Trevor highlighted at the last meeting that the Wrexham Maelor Hospital had communicated that they would no longer accept referrals for patients living in Wales that are registered at a GP practice in England. As agreed at that meeting this information was included in the January 2025 PPG Newsletter. In response, there was a flurry of activity about this by Holt patients on social media and as a result the local MP became involved and Betsy Cadwaladr University Health Board issued a denial and advised patients to complain should they wish to be referred to them and this is not actioned.

Whilst notices about this issue were posted in the surgeries on the 5th of December there had been no response from patients however, once the Newsletter went out it provoked a strong response. The PPG viewed the engagement and support of Holt patients as a very positive outcome and were delighted that a prompt resolution had been achieved.

It was agreed that a supplementary Newsletter from the PPG would be sent to the cohort of patients impacted. This will include an agreed statement provided by Betsy Cadwaladr University Health board and thanks to those patients who have been proactive in complaining and bringing this to the attention of the MP. It was also considered to be a great opportunity to invite VSG patients who live on the Welsh border to join the PPG.

This issue impacts a number of GPs on the Welsh border in a variety of ways and it will be of interest to the PPG to monitor this in the future. Concern was also raised about the response patients receive when dialling 999 as those with an LL postcode are being advised to ring Welsh services.

Query re GP Recruitment – Trevor clarified that the VSG had recruited 2 new GPs recently, one as temporary cover for Maternity leave (Dr Staff) and one as a permanent replacement for Dr Mottershaw (Dr Sarwar).

3. Updates/News from Practice – Trevor

- The Practice is currently working with the Malpas practice to provide additional appointments funded by winter pressure monies from the ICB. These sessions were provided in Tattenhall for November and December, the January and February sessions will be provided by Malpas surgery.
- Whilst the VSG Family and Friends feedback has continued to improve over the last 12 months, it was suggested that the comments provided by patients would be a valuable source of feedback for the PPG to review.

To ensure patient confidentiality is protected and there is no identifiable information shared with the PPG it was agreed that a small subgroup would look at the feedback to identify any possible themes that could be addressed. Esther and Terri have kindly agreed to take on this task and Trevor will provide the last 6 months Friends and Family comments for review (the latest Friends and Family results are attached).

- Trevor provided reassurance that the VSG will not be adopting a process of patients being required to complete a form for an appointment.
- NHS App – whilst information about developments to the app are being released to the Media, these will be a long time in production. David highlighted that the PPG could have a role in managing patients' expectations in the future.

4. 2025 PPG Priorities - All

- Completion of Self-referral & Signposting Infogram – this is now published on the Practice website; Nikki has done a great job in completing this. A couple of items still need to be completed, Nikki and Ian are currently working on these items. Ian reported that it is ready for the Dementia Nurse information to be added and a link to the poster created.
- Review of practice messages – it has been agreed that Peter and Trevor will complete this piece of work in the spring.
- Unsubscribe option for Newsletter – requests to be monitored.
- Proxy Issue – to be reviewed annually and included in a Newsletter annually.
- PPG representation – whilst a considerable amount of effort has been put into increasing the PPG membership, to include representation from different demographics without much success it was considered that this should remain a priority.

5. Newsletter - Terri

The latest edition of the Newsletter went out early January 2025, it included a range of useful information. The response from the Holt patients demonstrates that it reaches a wide audience. Thanks were extended to Terri and Clare for their hard work and commitment to producing such a high-quality publication.

6. AOB

- Esther, Trevor and Mags will be providing an information session to Gifford Lea residents on the 28th January 2025. They plan to discuss; the role of the PPG, Proxy, Extended Hours services, DVLA, Signposting and Self-referral, the implications of private health care and demonstrate and promote the NHS app.
- Ian reminded us that we have the spectacle of the plants and bulbs in the Tattenhall to look forward to in the spring

DATE OF THE AGM & NEXT MEETING
February 12th 2025 at 6.30pm, The Vault, St Albans 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. 12.1.25 Action completed
<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	<p>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> <p>13.11.24 option to opt-out of receiving newsletter was discussed, best way to take this forward and understand consequences needs to be discussed with the practice</p> <p>11.12.24 Difficulties operationalising an op-out and implications to the practice communication with patients was discussed as the number requestion this was so low the meeting decided not to offer this option and monitor request numbers in the future.</p>
<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. 12.1.25 Action completed
<p>6. Standardising the PPG communication i.e. website, newsletter & noticeboard</p>	David/ Terri	12.1.25 to be reviewed in 6 months July 2025
<p>7. Review of Website</p>	ALL	12.1.25 Action completed
<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>		<p>Actions to be identified</p> <p>11.12.24 Esther and Trevor are providing an information session to Gifford Lea residents early in the new year.</p>

<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>	<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>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.</p> <p>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.</p> <p>12.1.25 Action completed</p>
<p>10. Creating Disabled Parking bays in both surgery car parks:</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>13.11.24 Tattenhall line marking completed further work will be undertaken early next year.</p>
<p>11. Promotion of self-referral and value to patients.</p>	<p>Ian, Nikki, David - 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> <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> <p>13.11.24 Ian has now produced a self-referral 'Infogram' and Self-Care Guidance. It was decided to post these on PPG noticeboards in practices and work with the practice to add this to the Website once a couple of issues have been ironed out.</p> <p>11.12.24 David has discussed how the 'infogram' can be adapted to publish on the website and drafts are currently available for comment. Terri will also discuss how this can be included in the next edition of the Newsletter this will be supported by a piece David will produce. Printed versions will also be posted on both practices PPG noticeboard and will have QR codes to simplify links.</p>