

**Minutes of the VSG PPG Meeting held on
Wednesday 14th May 2025 at 6.30pm on Zoom.**

Present: David Williams (Chair), Esther Sadler-Williams (Vice Chair), Janet Foster (Secretary), Ian Waddington, Sharon Rowe, Trevor Ferrigno, Peter Overmeer, Wendy Bell, Hilary Wells, Trish Thompson.

1. Welcome and Apologies

David welcomed everyone to the meeting.
Apologies received from: Suzy Leaman

2. Approval of Minutes of 9th April 2025 and Matters Arising:

The Minutes of 9th April 2025 meeting were approved.

Matters arising: David informed the meeting that he had received an email from Terri Hull informing him of her intention to step back from the PPG. Terri as a founder member and Secretary of the PPG has played a significant role in the development of the group and contributed greatly to its achievements over the years, as well as editing the quarterly PPG Newsletter.

The meeting wished to record their gratitude and thanks to Terri for her commitment, enthusiasm and hard work over the years. She will undoubtedly be missed.

3. Updates/News from the Practice – Trevor

- A replacement Practice Nurse has hopefully been recruited to the vacancy. Locum cover will continue to be used in the meantime.
- April Friends & Family data – feedback remains positive (see attached)

4. Farndon Practice – recent closures -Trevor

Some concerns had been raised by patients about the recent closure of the Farndon practice on a couple of occasions, which was advertised on Facebook. It would appear the concerns related to the lack of information about why the closures were necessary, which consequently resulted in some concerns that the Farndon practice may close.

Trevor explained that the Tattenhall practice is the VSG's main site and the Farndon practice is a branch site. Farndon had been closed on a couple of occasions over the Easter holidays due to staff holidays, which happens occasionally. However, appointments were still available as usual via telephone or face to face in Tattenhall during these closures. Trevor reassured the meeting that no permanent closure was planned.

To alleviate these concerns in the future Trevor agreed that the reason and context for any future closures would be included in any Facebook site communication. This could be shared by individuals on Farndon and Holt sites as VSG doesn't have access to these.

It was also suggested that it would be helpful for this information to be included in the next edition of the PPG Newsletter.

5. Newsletter – Gratitude was again expressed to Terri for her outstanding work as PPG Newsletter editor over the years, she will be greatly missed.

The PPG discussed its commitment to the future production of the Newsletter and finding a replacement editor. Sharon Lowe expressed an interest in taking on this role and has agreed to discuss what would be involved with David.

6. Appointment booking and availability – David

Patient concerns have been raised about a shortage of available appointments to book online. Some frustrations were expressed at having to ring the surgery at 8am on a number of occasions to book a non-urgent appointment. There also seemed to be some issues with being able to book a non-urgent appointment a few days ahead on the telephone. Therefore, it was queried whether the number of appointments that are bookable online needs to be reviewed and possibly increased.

Trevor explained that each clinician session currently has 2 slots that are bookable on line. He has agreed to review the availability of online appointments and report back to the next meetings. However, the number of appointments available may not always be enough to meet demand. This is a funding issue in Primary Care.

7. Rural Together Community Roadshow Feedback – David

David reported that he and other PPG members had attended the roadshow which was held in Tattenhall this morning at the Barbour Institute.

8. Patient engagement - Janet

Janet recently met with the practice Health Visitors to discuss engagement with families and young adults. Information from the discussion:

- They are from the Starting Well Service and cover 0-25yrs age groups and work out of Children's Centres mainly. VSG patients will be in Tarporley War Memorial, Malpas surgery and Tarvin Children's centre. Recruiting parent advocates from their patients has proved a struggle over recent years.
- Useful sources of patient information:
Starting Well Facebook page – Starting Well 0-19 Service – Cheshire West and Chester (lots of promotional stuff, timetable for the children's centres)

Website - [0-19 Starting Well Service :: Cheshire and Wirral Partnership NHS Foundation Trust](#)

Catch App a free NHS health app for parents and carers of children from pregnancy to age 5yrs, trusted advice for parents (this replaced the book all new parents got which was a bit of a bible).

Dads Pad (NHS App) provides a dedicated place for new dads and dads to be to embrace their role as a new parent offering guidance, advice and the essential knowledge to navigate the journey of parenthood. (possibly add to the Sign Post Doc)

• Suggestions for PPG engagement with families:

- Use of Facebook include family focused information, parents definitely respond to this
- Include more child and family focused information in the newsletter
- Review the noticeboards in the wait-room consider a child & families and older kid's board, engage with the Catch-up app link person she may be able to provide promotional information for notice boards.
- Waiting room – boards for older kids, information on emotional health, self-harm, teenage relationships, dangers of ketamine use which is on the rise.

9. AOB

- **Blister Pack recycling in Farndon** - David reported that he had received a query from the WI in Farndon about blister pack recycling boxes around Farnon. He has agreed to put them in touch with the Volunteers from Tattenhall for further information.

David informed the meeting that the Tattenhall recycling project is volunteer led and has currently has collection points at the Library, Post Office and Vets. These are collected by volunteers and transferred into boxes supplied by the recycling company (£73/box). The scheme is working but has sought additional funding as the box usage is significantly greater than anticipated and the future could be uncertain. It would seem there are a number of Pharmacy chains currently looking at blister pack recycling also.

- **Gifford Lea NHS App Information session** – Esther and Mags are attending Gifford lea on the 15th May 2025 to provide a practical session that will focus on the use of the NHS app and getting the most out of it.
- **Signposting Information** – Esther has continued her investigation into the production of the Signposting Information as a folded wallet sized leaflet (z fold leaflet). The estimated cost of printing these leaflets is approx. 800 for £2,000. She has written to the local Councillor to enquire whether he would be willing to make a financial contribution to the printing costs.
- **Holt patients' referrals to Wrexham Maelor hospital** – Sharon has become aware of some issue with referrals that have arisen recently. It was agreed that she would discuss these outside the meeting with Trevor to look at the detail.

DATE OF THE AGM & NEXT MEETING
June 11th 2025 at 6.30pm, at The Vault, St Albans Tattenhall.

VSG PPG ACTION PLAN

Topic	By Whom	Updates
1. Appointment booking changes: -- Undertake a review of the changes made to the practice appointment system and messages, telephone and text. 2. Review the % of online vs direct contact appointments available every 3 months and adapt if required	ALL	10.7.24 % of online vs direct contact appointments available reviewed in meeting. No change required currently. 9.4.25 David has requested appointment data from Trevor to enable the planned review.
3. PPG Newsletter: Change how patients receive the Newsletter. Address issues with the readability on phones. Newsletter drafts to be shared with the Chair and Deputy Chair for final authorisation.	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. 13.11.24 option to opt-out of receiving newsletter was discussed, best way to take this forward and

		<p>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>
4. Standardising the PPG communication i.e. website, newsletter & noticeboard	David/ Terri	12.1.25 to be reviewed in 6 months July 2025
5. Transfer from Patient Access App to NHS App: support for patients to use an app, development of NHS app to be fit for purpose.		11.12.24 Esther and Trevor are providing an information session to Gifford Lea residents early in the new year. Feb 2025 Esther and Trevor have provided an information session to GL and a further session to focus on the use of the NHS App is planned.
6. 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. 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>
7. Promotion of self-referral and value to patients.	Ian, Nikki, David - 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> <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> <p>9.4.25 Esther is investigating the possibility of producing the 'Infogram' and a wallet size leaflet (z fold leaflet). She has identified an online printer and approx. costs. To be discussed with Trevor</p>

		and possibly approach the local Councillor for a contribution towards funding this. Ian to provide a PDF of the information.
8. Friends and Family Feedback review	Esther/Terri	<p>12.02.25 Completed a review of the friends and family comments, reviewing negative feedback to identify possible themes. Outcome to be reported back to March PPG meeting.</p> <p>12.3.25 – Data is now set out to PPG members each month and Esther & Terri are reviewing the last 6 months comments to establish whether there are any themes.</p> <p>9.4.25 – Review of F7F information is now complete. Esther & Terri to present to the next PPG meeting.</p>
9. Engagement with various patient demographics and increase representation on PPG of all groups withing our rural locality i.e. Welsh patients.	All members	<p>12.2.2025 – Esther and Trevor have arranged to provide an information session for residents of Gifford Lea. David will follow up a patient interested in joining the PPG from Wales. Janet to contact the rural Midwife/Health Visitor teams to identify mother and Baby groups in the Rural area.</p>