

**Minutes of the VSG PPG Meeting held on  
Wednesday 11<sup>th</sup> June 2025 at 6.30pm at The Vault, Tattenhall.**

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

**1. Welcome and Apologies**

David welcomed everyone to the meeting.

Apologies received from: Wendy Bell,

**2. Approval of Minutes of 14<sup>th</sup> May 2025 and Matters Arising:**

The Minutes of 14<sup>th</sup> May 2025 meeting were approved.

**Matters arising: None**

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

- The Practice has only ever usually taken prescription requests over the telephone for palliative care patients. However, our reception team are very nice people and we have seen an increase in the number telephone requests from non-palliative patients. Prescription requests over the telephone have risks attached and very, very few practices accept such requests. We will start a campaign reminding patients that we will not take prescription requests over the telephone.

The safest and most convenient way to order repeat medication is using the NHS App. We will promote this via our website, Facebook page and PPG Newsletter.

- A Practice Nurse has been recruited to fill the vacancy and is expected to commence work on 4<sup>th</sup> August, working 30hrs a week.
- In response to a query about the recruitment of reception staff, Trevor confirmed the role is not gender specific and all applicants that meet the job specification requirements are considered for any vacancy.
- Peter raised the issue of receiving a text message via the NHS app informing him that an email had been sent to his inbox re a referral, the email was not received. He also highlighted that the wording of the text needed updating. Trevor reported that the NHS has changed the way emails are sent and that if the patient has the NHS App the email will be delivered to there. Now we are aware of this change the Practice will update its text message.
- Trevor reported that the EPS system recently switched on for Welsh patients was working well.

**4. Newsletter – (David & Sharon)**

- David and Sharon have met with Clare from VSG to discuss the Newsletter editor's role and Sharon taking over this role from Terri.
- The next edition of the newsletter is due to be published in July, it would appear that a large amount of work has already been completed on the draft but, this can be changed if needed.
- The patient profile across the PCN was discussed including highest co-morbidities and prevalence for the VSG and ensuring that the Newsletter is inclusive of all age groups.
- Sharon discussed a number of possible ideas for future Newsletters i.e. a focus on Awareness Weeks. She highlighted that support from PPG members in generating issues to be included in the future would be appreciated.

- Inviting speakers to future PPG meetings was suggested, which generated considerable support. Initial suggestions included: Social Prescribing, Claire Lockerbie, the VSG Dementia Nurse and Clinical Pharmacist and someone to talk about Neurodiversity. David agreed to look at organising this for the future.

#### **5. Signposting pocket guide – (Esther)**

- Esther reported that she had a positive response from the local Councillor who has agreed to a £500 donation towards the printing costs of the Signposting Pocket Guide. Esther has now contacted Tattenhall Business Alliance and Transition Tattenhall to enquire whether they may also be able to contribute to the printing costs and is waiting for a response. The estimated cost of printing the leaflets is approx. 800 leaflets for £2,000, if the requests for additional donations are not successful then the print number will be reduced. The meeting thanked Esther for pursuing this.
- Ian has now included the Dad's app on the self-help section of the document.

#### **6. Appointment booking/availability – (David)**

- Patient concerns raised about a shortage of available appointments to book online were discussed. Trevor reported that his review had identified there was availability to book on line currently and that there were some unused appointments recently, which is possibly due to the time of year etc.
- As the usage of appointments changes usually in early autumn, it was decided to review online appointment availability then when demand is expected to increase.
- It was suggested that this could be an issue for a future Newsletter.
- Trevor reported that there had been a recent increase in abuse of reception staff which will be monitored.

#### **7. Blister Pack recycling in Farndon - David**

- David reported that he has now met with the individual involved in setting up and managing the Tattenhall project to understand what it involved.
- The meeting agreed that setting up something similar in Farndon was not within the PPG remit and it was agreed that David would provide the WI member with all the relevant information for them to consider how they wished to proceed.
- David reported that he had met with Yvonne Keeping and Clr. Mike Jones (June 10th) to fully understand how the Tattenhall blister pack recycling operates. Yvonne is the driving force behind this. The packs are recycled by MY Group ([MYGroup – Passionate about recycling](#)). The Tattenhall process works as follows, collection points have been set up at four locations (library, Post Office, Vets, Church Bank Care Agency). Yvonne collects from these on a weekly basis and transfers the waste into bin liners provided by MY Group which she then loads into a pallet mounted wooden container. This holds about ten bin liners and is collected by MY Group; Tattenhall collects approx. one bin liner per week. This far greater than anticipated. The funding has come primarily from Clr. Jones' budget and would require similar support from Clr. Waddelove at Farndon. The process relies on the endeavours of an individual and the meeting concluded that, as in Tattenhall, the PPG should not be involved. David will feed this back to the contact from the WI that had approached him.

#### **8. AOB**

- Dr Sarwar has approached Trevor with an idea for helping patients to prepare for and get the most out of consultations using a working acronym of ICE – Idea, Concerns Expectations. This would involve producing something that patients could use and could also be displayed on the notice boards in the waiting rooms. The meeting felt this was a great idea and Esther has kindly agreed to work on and develop this idea.

- Janet has now taken over the key holder role for The Vault meetings, please see below future meeting dates, this has been changed to include an additional zoom meeting in the winter:

| <b>Village Surgeries Group Patient Participation Group (PPG) Meetings</b> |                                      |        |
|---|--------------------------------------|--------|
| 11 <sup>th</sup> June 2025  | The Vault, Tattenhall                | 6.30pm |
| 9 <sup>th</sup> July 2025   | Zoom                                 | 6.30pm |
| 13 <sup>th</sup> August 2025  | No Meeting                           | 6.30pm |
| 10 <sup>th</sup> September 2025   | Zoom                                 | 6.30pm |
| 8 <sup>th</sup> October 2025  | The Vault, Tattenhall<br>(incl. AGM) | 6.30pm |
| 12 <sup>th</sup> November 2025  | Zoom                                 | 6.30pm |
| 10 <sup>th</sup> December 2025  | Farndon Memorial Hall                | 6.30pm |
| 14 <sup>th</sup> January 2026   | Zoom                                 | 6.30pm |
| 11 <sup>th</sup> February 2026  | Zoom                                 | 6.30pm |
| 11 <sup>th</sup> March 2026   | The Vault, Tattenhall                | 6.30pm |
| 8 <sup>th</sup> April 2026  | Farndon Memorial Hall                | 6.30pm |
| 13 <sup>th</sup> May 2026   | Zoom                                 | 6.30pm |
| 10 <sup>th</sup> June 2026  | The Vault, Tattenhall                | 6.30pm |

**DATE OF NEXT MEETING**  
**July 9<sup>th</sup> 2025 at 6.30pm, on Zoom.**

### VSG PPG ACTION PLAN

| <b>Topic</b>   | <b>By Whom</b>          | <b>Updates</b>  |
|--|-------------------------|---|
| <b>1. Appointment booking changes:</b> --<br>Undertake a review of the changes made to the practice appointment system and messages, telephone and text.<br><br><b>2.</b> Review the % of online vs direct contact appointments available every 3 months and adapt if required | ALL                     | <b>10.7.24</b> % of online vs direct contact appointments available reviewed in meeting. No change required currently.<br><b>9.4.25</b> David has requested appointment data from Trevor to enable the planned review.<br><b>11.6.25</b> Appointment availability online discussed at meeting, as the usage of appointments seasonally changes, it was decided to review appointment availability in early autumn when demand is expected to increase.  |
| <b>3. PPG Newsletter:</b> Change how patients receive the Newsletter.<br><br>Address issues with the readability on phones.<br><br>Newsletter drafts to be shared with the Chair and Deputy Chair for final authorisation.   | Trevor/<br>Terri/ David | <b>11.9.24</b> 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.<br><b>13.11.24</b> 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<br><b>11.12.24</b> 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 |

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|  |                                    | not to offer this option and monitor request numbers in the future. <b>Achieved</b>  |
| <b>4. Standardising the PPG communication</b> i.e. website, newsletter & noticeboard   | David/ Terri                       | <b>12.1.25</b> to be reviewed in 6 months July 2025  |
| <b>5. 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. |                                    | <b>11.12.24</b> Esther and Trevor are providing an information session to Gifford Lea residents early in the new year. <b>Feb 2025</b> 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.<br><b>11.6.25</b> New NHS app developments to be included in the next Newsletter  |
| <b>6. Creating Disabled Parking bays in both surgery car parks:</b>  | Any willing members                | <b>10.7.24</b> Farndon practice, work completed on creating disabled bays and line markings. Tattenhall practice line marking provisional date 24.7.24.<br><b>13.11.24</b> Tattenhall line marking completed further work will be undertaken early next year.  |
| <b>7. Promotion of self-referral and value to patients.</b>  | Ian, Nikki, David - input from all | <b>10.7.24</b> 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.<br><b>11.9.24</b> 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.<br><b>13.11.24</b> 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.<br><b>11.12.24</b> 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.<br><b>9.4.25</b> 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 and possibly approach the local Councillor for a contribution towards funding this. Ian to provide a PDF of the information. |

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| <b>8. Friends and Family Feedback review</b>  | Esther/Terri | <p><b>12.02.25</b> 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><b>12.3.25</b> – Data is now set out to PPG members each month and Esther &amp; Terri are reviewing the last 6 months comments to establish whether there are any themes.</p> <p><b>9.4.25</b> – Review of F&amp;F information is now complete. Esther &amp; Terri to present to the next PPG meeting.</p>                              |
| <b>9. Engagement with various patient demographics and increase representation on PPG of all groups withing our rural locality i.e. Welsh patients.</b> | All members  | <p><b>12.2.2025</b> – 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> <p><b>14.5.25</b> Janet presented information from her recent meeting with the practice Health Visitors it was agreed that information relevant to families and children should be included in the Newsletter.</p> |