

**Minutes of the VSG PPG Meeting held on
Wednesday 8th October 2025, The Vault, Tattenhall at 6.30pm**

Present: David Williams (Chair), Esther Sadler-Williams, (Vice Chair), Janet Foster (Secretary), Peter Overmeer, Ian Waddington, Hilary Wells, Edward Rigby (Laurel Bank Managing Partner), Rachel Molony Dementia Practitioner, Rural Alliance PCN.

1. Welcome and Apologies

David welcomed everyone to the meeting.

Apologies received from: Wendy Bell, Trevor Ferrigno, Sharon Roe.

2. Approval of Minutes of 10th September 2025 and Matters Arising:

The Minutes of 10th September 2025 meeting were approved.

3. Matters arising: None

4. Newsletter (Sharon/David)

David reported that the next Newsletter is due in December, it is hoped this can be used to provide information about the merger. David will discuss this with Sharon. A Merger FAQ section was suggested, and PPG members were asked to forward any questions/queries they may have had from patients to Sharon.

5. Updates/News from the Practice –

VSG/Laurel Bank Merger Updates:

- Edward reported that the merger was progressing well, the Clinical teams have now had a joint meeting, which went positively. They are currently focusing on operationalising the merger, coding, and clinical leadership. There is also work being completed on accommodation, planning for what the merged practice will look like, and walking through the practice differences with a view to retaining what is best. He also felt it would be helpful to have some patient feedback about what worked well for patients and what were the challenges they faced so that this information could be used to inform changes. The PPG will look at how they can best support and achieve this.
- Members of the PPG who attended the Flu vaccination clinic in Tattenhall wished to extend their thanks to the practice team involved. The impressive organisation and efficiency of appointments was particularly mentioned. (Post meeting: the Farndon clinic ran similarly well on the following Saturday)

6. Guest Speaker: Rachel Malony, Dementia Practitioner for the Rural Alliance PCN

- Rachel provided an overview of the development of the Dementia Practitioner role for Rural practices, which commenced in 2021, in response to issues experienced relating to the secondary care service being a diagnostic service. There was little support for patients and carers following diagnosis once discharged.

- The addition of the two Dementia Practitioners (Rachel and Steph) role has continued to develop, and they now work very closely with the CWP secondary care service and Primary Care services. The Dementia Practitioners provide a nurse led service, which provides memory assessments, the results are then discussed with a Consultant Psychiatrist and subsequently a diagnosis is provided where appropriate. Medication can be prescribed under the Consultants guidance, along with annual reviews and ongoing post diagnosis monitoring and support for patients/carers/family. Currently the wait for an assessment following referral is one month.
- Rachel highlighted she can offer advice and signposting to a range of services patients and carers may need. She advised that she can be contacted through the surgery. She mentioned that the charity OPAL has now come together with the charities Carers Trust and Snow Angels and together they have formed 'Better Together.' This service combines telephone, online, and in-person support for carers and older people living in Cheshire West and Chester. The type of support they offer varies – they can provide a sitting service to carers, help with funding towards respite breaks, carer days out etc. More info can be found at ['Better Together for Carers and Older People' | Cheshire West and Chester Council](#) It was agreed that this information would be useful to include in the next Newsletter.

7. AOB - none

DATE OF NEXT MEETING
12th November 2025 at 6.30pm, on Zoom.

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	<p>10.7.24 % of online vs direct contact appointments available reviewed in meeting. No change required currently.</p> <p>9.4.25 David has requested appointment data from Trevor to enable the planned review.</p> <p>11.6.25 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.</p> <p>10.9.25 Online bookable appointment availability was discussed, a request to increase the number of available appointments was made. Trevor agreed to look at what a few % increases would look like and the impact this would have on the appts available to book on the day and report back to the next meeting.</p>
<p>3. PPG Newsletter: Change how patients receive the Newsletter.</p>	Trevor/ Terri/ David	<p>11.9.24 the practicalities of this and potential additional cost to the practice of numerous</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>		<p>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 request this was so low the meeting decided not to offer this option and monitor request numbers in the future. Achieved</p>
<p>4. Standardising the PPG communication i.e. website, newsletter & noticeboard</p>	<p>David/ Terri</p>	<p>12.1.25 to be reviewed in 6 months July 2025</p>
<p>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.</p>		<p>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.</p> <p>11.6.25 New NHS app developments to be included in the next Newsletter</p>
<p>6. 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>7. 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</p>

		<p>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 and possibly approach the local Councillor for a contribution towards funding this. Ian to provide a PDF of the information.</p>
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 F&F 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> <p>14.5.25 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>