

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

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 AGM and introduced Edward Rigby, Managing Partner Laurel Bank Surgery.

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

2. Approval of Minutes of 9th October 2024

Minutes of the AGM held on 9th October 2024 were approved.

3. Matters Arising

No matters arising

4. Chair's Report

David presented the Chair's Report – see below:

Chair's Review 2024 - 2025

What we do is underpinned by two routines which we've maintained and, for a group of volunteers, this should be celebrated.

- We have continued to meet monthly with face-to-face meetings at both Tattenhall and Farndon, alternating with our Zoom meetings to provide flexibility for our attendees. As ever, the year saw some members dropping off, but we also welcomed some new members, and our current PPG committee stands at 10 incl. the Practice representation.
- Quarterly publication of a Newsletter with considerable support from Clare Marsh at the Practice. I would like to acknowledge the long contribution of Terri Hull to this and thank Sharon Roe for picking up the reins. I believe the Newsletter will be an important vehicle in the coming six months and beyond.

Key achievements:

Supplementary Newsletter

In late 2024, Trevor informed the PPG that the Wrexham Maelor Hospital was refusing to accept referrals for people registered with an English practice. Reporting of this in one of our Newsletters resulted in several patient complaints and the issue escalated in a brief exchange with the Maelor and local politicians which resulted in a reversal of the Maelor's position. A supplementary Newsletter from the PPG which included an agreed statement provided by Betsi Cadwaladr University Health board was sent to the cohort of patients impacted. This was a very effective example of the patient voice cutting through.

Signposting

I believe our primary focus will always be around the theme of communication. The signposting for self-referral services material prepared last year was further developed and launched on the Practice website. The groundwork was also prepared by Esther for this to be issued as a pocket reference.

Other

- Balance between online / telephone appointments.
- Maximisation of appointment effectiveness (ICE & POW)
- Support for the NHS App, most notably training at Gifford Lea
- Review of patient feedback and complaints letters
- Attendance at and engagement with the Rural Alliance
- Closure of blister packs recycling issue from a PPG perspective

There has certainly been a lot achieved and to be proud of; too often people focus on what's not been completed rather than what has been. My personal thanks go to everyone in the group; you volunteer for tasks and get them done and are a pleasure to work with. Without this my task would be a challenge and one that I see other PPG Chairs struggling with. Special thanks to Esther and Janet who have provided super support

As a PPG we must continue to champion the excellent work our practice team does often under the most challenging of circumstances. Looking forward, I see the coming six months as an exciting period in which our curiosity and communication will be required and look forward to the merging of our group with Laurel Bank patients and building relationships with the combined Practice. I have deliberately not attempted to propose objectives for the coming period before further engagement with the VSG and Laurel Bank teams.

5. Future Objectives and Questions from the Floor:

In view of the Laurel Bank & VSG merger it was agreed that the main objective for the next 6 months will be to support the practice through this process. The VSG PPG will continue until the end of March 2026, following this in April the Laurel Bank PPG AGM will take place.

Edward reported that he is keen for both surgeries PPGs to start working together as soon as possible. He has written to everyone previously involved or interested in the Laurel Bank PPG to enquire whether they would be interested in future involvement, he is currently awaiting responses. David offered an open invitation to any Malpas patients wishing to get involved in the PPG to attend our meetings.

6. Election of Officers for 2025-26:

- **Chair** – David Williams - proposed (Peter), seconded (Esther), unanimous.
- **Vice Chair** – Ester Sadler-Williams - proposed (Peter) seconded (Ian), unanimous
- **Secretary** – Janet Foster - proposed (Ian), seconded (Peter), unanimous.

On behalf of the VSG, David thanked all the PPG members for their commitment and contributions over the last year.

7. Annual Review of Constitution:

The document was discussed, and it was decided to continue with the current constitution until the next AGM in April 2026. David will sign accordingly.

8. AOB:

- The notice boards in Tattenhall surgery were discussed, Peter and Esther kindly agreed to review the boards in both practices.