

Wem and Prees Medical Practice Patient Participation Group (PPG)

Minutes of the meeting held on Thursday, 27 June 2024 at 6:30pm in the Meeting Room of Wem Medical Practice.

In Attendance:

Marion Bennie
Andrew Black
Mike Crawshaw – Chair
Sybil Farmer
Lynne Hancock
Liz Parish
Stan Platt
Becky Riley-Beckett
Yvonne Sidlow
Jan Thornhill

Caroline Morris (Wem and Prees Practice Manager)

1. Apologies

Apologies received from:

Rachel Gascoigne
Julia Goode
Amy Keyland
Julie Keyland
Mandy Meakin
Brian Pullen
Sylvia Short

2. Minutes of the previous meeting held 25 April 2024

The minutes were reviewed and agreed by group members.

3. Review of Actions

The following actions remain outstanding:-

- *Andrew Black to design a leaflet providing step by step guidance on how to access Total Triage.*
- *Group to consider how to help local groups to engage with Total Triage (see Matters Arising).*
- *Caroline to organise name badges for all group members.*

4. Matters Arising

Caroline Morris informed the group that the Practice remains positive about patient engagement with Total Triage, the online appointment request system.

Following a successful launch, current data shows that approximately 66% of appointments are requested online. Those opting to call now have an average wait of 6-7 minutes, which remains an improvement on pre-launch waits. However, Caroline also advised that there has been an increase in the number of patients presenting at the Practice to book appointments. The group asked if this could be investigated as it would be useful to have a clearer understanding, for example, age and access to smart devices. This may inform more targeted communications and support to particular population groups.

Action: *Caroline Morris to provide audit data on reasons why some patients prefer to call or present at the Practice to book appointments.*

There were no further matters arising from the minutes of the previous meeting.

5. Support for planting of tree of remembrance

Caroline Morris advised the group that she had received a request from Sylvia Short for support of a resident of Prees who wished to plant a tree in memory of his son. The group agreed to provide support and representation once a date is confirmed.

Action: *Mike Crawshaw to contact RAF Shawbury to inform and request representation.*

Action: *Marion Bennie to liaise with Sylvia Short for confirmation of date and guidance on appropriate support.*

6. Update on collation and reporting of patient forms/emails to PPG

Marion Bennie asked what process was in place for monitoring the PPG comments boxes located within the reception areas of both Prees and Wem Medical Practices. There is also an email address for patients to post comments to the PPG which is managed by Chair, Mike Crawshaw.

Action: *Marion and Mike will regularly check for patient comments and will provide regular feedback to the PPG. Marion to liaise with Gemma for access to the boxes.*

7. Terms of Reference for the Group

Mike Crawshaw presented a revised version of the Terms of Reference as the initial version was too complex and considered unnecessary for such a new group. The Terms of Reference were approved subject to two minor amendments.

Action: *Marion to update the document and circulate.*

8. Feedback from Dementia Action Week – 13-17 May 2024

Jan Thornhill provided an update to the group with feedback and outcomes from the recent local events as part of Dementia Action Week.

Both Prees and Wem Practices hosted information stands where Jan met with patients and carers. She advised that general feedback was very positive relating to the support provided by the Practices. The Practice's Community Care Coordinator, Julie Angel supported the events. Letter templates have been composed, one specific to the patient upon diagnosis and one to the patient's primary carer. It was also noted that there are plans for a Wem-based support group.

Jan shared a selection of leaflets and examples of care plans with the group and advised that she will be providing dementia awareness training for all reception staff. Group members will be invited to attend this training.

A further event specific to Alzheimer's is scheduled for September and the group were invited to support.

Action: Jan Thornhill to provide further leaflets for Mike Crawshaw and advise dates for dementia training.

9. Support for Carer Groups – particularly young carers

Caroline Morris advised the group that the Practice wishes to identify young carers by flagging them on patient records. This would ensure that healthcare professionals are aware at point of contact. It is hoped that, by engaging with young carers, support can be provided and perhaps respite in the form of recreational events can be organised. Becky Riley-Beckett offered to make contact with the Social Prescriber at Thomas Adams School to ascertain whether this information can be provided.

Action: Becky Riley-Beckett to forward contact details for Crossroads Together (Young Carers). Becky will also make contact with her colleague at Thomas Adams School and will provide contact details, if appropriate.

10. Suggested projects

Sybil Farmer proposed several topics for future Task and Finish Groups:-

Patient understanding of new roles in healthcare

It was acknowledged how difficult it can be to navigate the new roles within the healthcare economy. However, as there remains a need for greater clarification nationally on some of the roles, it was felt that no further action was required at this time. Andrew Black is already working with Caroline Morris on communications explaining the roles of specific staff members within the local healthcare community.

Action: Sybil Farmer to liaise with Andrew Black to provide input to the review and editing of the material.

Supporting patients awaiting surgery

It was suggested that support could be provided to those patients who may experience long waits for surgery. The group agreed that as the care of patients awaiting surgery transfers to their secondary care teams, it would be impossible to identify these patients and complex to provide appropriate advice and guidance. The group did feel that the hospital's PALs team would be the most appropriate route for patients to gain support during their wait.

Action: Mike Crawshaw agreed to provide PALs leaflets for display within the Practice and Town Hall.

Patient understanding of Transformation Programme

It was felt that the group should not implement specific projects as there are already focus groups in place as part of the Transformation Programme. Information on specific focus groups will be distributed as it becomes available should members wish to gain more information. Jan Thornhill advised that she is a member of a group reviewing End of Life Care.

Focus Group dates as follows:-

Medicine, Emergency Care, Surgery, Anaesthetics, Cancer	11 Jul at 10:00-12:00
Women and Children's	12 Jul at 10:30-12:30

Specialist focus groups that are to be confirmed in terms of location:

Armed Forces (current serving members and veterans)	12 Sep at 10:00-12:00
Deaf/Hard of Hearing	26 Sep at 14:00-16:00
Deaf/Hard of Hearing	3 Oct at 10:00-12:00

For further information on all SaTH focus groups:-

[Hospitals Transformation Programme Focus Groups – SaTH](#)

Action: Mike Crawshaw to provide dates and contact details for focus groups – **Completed (as detailed above)**

Action: Jan Thornhill to provide updates from End of Life Care review.

11. Hand Disinfection Notices – patient care for yourself

Stan Platt asked whether further hand disinfection notices could be introduced to the reception areas. As this topic has already been discussed at an earlier meeting of the group with assurance provided by Caroline Morris that the Practice is fully compliant with all standards, has an IPC Lead and Deputy and has been rated Good by the CQC. Therefore, no further action was required at this time.

12. Any other business

Caroline Morris presented a draft of the Practice's next newsletter.

13. Date of next meeting:-

**The next meeting of the group will be held on
Thursday, 29 August at 18:30 in the
Meeting Room, Wem Medical Practice**