

# Wem and Prees Medical Practice Patient Participation Group (PPG)

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Minutes for the meeting held on Tuesday 12<sup>th</sup> December 2023 at 6.30 pm in the Meeting Room, Wem and Prees Medical Practice (Wem site).

## **In Attendance**

Andrew Black  
Lynne Hancock  
Julie Keyland  
Jan Thornhill  
Mandy Meakin  
Liz Parish  
Amy Keyland  
Brian Pullen  
Mike Crawshaw  
Sylvia Short

Caroline Morris (W&P Practice Manager)  
Julie Angel (W&P Community Care Co-ordinator)

## **1. Apologies**

Yvonne Sidlow  
Rachel Gascoigne  
Marion Bennie  
Dawn Edwards

There were 2 members who had not been able to attend the first meeting in attendance tonight – Julie Keyland and Sylvia Short. They were welcomed and they asked if everyone could introduce themselves which they did.

## **2. Matters Arising**

CM started by asking everyone for some feedback from the last meeting and any thoughts moving forward. It was the consensus that communication between the Practice and the wider community was going to be a key consideration and one which the PPG would be an integral part of.

## **3. Appointment of Officers**

Mike Crawshaw volunteered to take on the role of Chair and this was agreed.  
Marion Bennie had e-mailed to say she was happy to take on an administrative role and it was agreed that she would be asked if she was happy to be Secretary.

#### 4. PPG Input into our Women's Health Event – 20<sup>th</sup> January 2024

CM gave an overview of the planned day and how women would be able to book in for their cervical smear. Members were told that currently we have over 300 female patients overdue their smear and that personal invitations were going to be sent out to these individuals.

To encourage women to attend, some initiatives have already been put in place, for example:-

- longer appointments with chaperones
- 15 minute appointment slots
- help if children have to be brought to the appointment

Members were also told that there would be advice available on the day about contraception, the menopause and HRT.

CM asked if some female members of the PPG would be able to attend on the day and help with meeting / greeting and serving refreshments, the aim being to make the atmosphere less intimidating and less clinical.

It was agreed that JA send an e-mail to the following members, but also include those unable to attend tonight.

Members who have volunteered:-

Jan Thornhill  
Liz Parish  
Lynne Hancock  
Amy Keyland  
Julie Keyland

Members to be invited but not present at meeting:-

Yvonne Sidlow  
Rachel Gascoigne  
Marion Bennie  
Dawn Edwards

These members have kindly agreed to arrange how best to help on the day and support this new initiative. It was thought that it would be a good opportunity to have a soft launch of our new PPG group, with possibly some photographs and an information stand.

CM also asked that members who are able, like and share the Wem and Prees Medical Practice Facebook page as this will have details of the event nearer the time.

Members were also keen to make sure that the PPG be seen as "separate" from the Practice and that it was understood the roles were voluntary. A PPG should be seen as a critical friend to the Surgery. Name badges were also requested.

## 5. PPG e-mail group

CM asked members if they would like her to set-up a PPG e-mail group to which everyone agreed. All members now give consent to share e-mail addresses.

## 6. Any Other Business

### Invitations to the PPG

Members asked if the group could invite Helen Morgan, our local MP, to a PPG meeting. CM said that a PPG can certainly invite people to attend their meetings and this would be something that could potentially be very useful.

CM also told members that she herself had recently contacted Helen Morgan to make it very clear how patients should use and follow our Complaints Procedure, after several patients had been in touch with Helen directly. BP agreed and said that often, when someone is given the “other side”, they are better equipped to give an accurate and informed response.

AB kindly offered to produce some posters and include the Practice logo, to introduce the PPG. To liaise with JA as to how amount / format. This will be a great help.

### Advertising the PPG

It was felt that an information stand, both at Wem and Prees sites would be a very good idea and somewhere patients could leave feedback / suggestions.

MC spoke about a Health and Wellbeing Questionnaire recently circulated by Amanda Cheeseman (Shropshire Council), as part of the Joint Strategic Needs Assessment (JSNA). He will contact her and investigate if the questionnaire can be linked in some way, even looking into the mobile health information bus visiting the surgery.

## 7. Date of Next Meeting

It was agreed that the next full PPG meeting be held on Tuesday 13<sup>th</sup> February - Meeting Room, Wem and Prees Medical Practice (Wem site).

Action	By Whom
Sub-group to help at up-coming Women's Health Saturday	JA to e-mail JT, LP, LH, AK and JK – also include YS, DE, RG, MB
Set-up PPG e-mail	CM
Contact Amanda Cheeseman re recent JSNA	MC
Order name badges for PPG members in time for Women's Health Saturday	CM