

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

Minutes of the meeting held on Thursday, 25 April 2024 at 6:30pm in the Meeting Room of Wem Medical Practice.

### In Attendance:

Marion Bennie  
Andrew Black  
Mike Crawshaw – Chair  
Sybil Farmer  
Julia Goode  
Lynne Hancock  
Stan Platt  
Brian Pullen  
Sylvia Short

Caroline Morris (Wem and Prees Practice Manager)

### 1. Apologies

Apologies received from:

Rachel Gascoigne  
Julie Keyland  
Mandy Meakin  
Liz Parish  
Becky Riley-Beckett  
Yvonne Sidlow  
Jan Thornhill

### 2. Minutes of the previous meeting held 29 February 2024

The minutes were reviewed and approved by group members.

### 3. Matters Arising

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

### 4. Initial Feedback on Launch of Total Triage System

Caroline Morris provided an update to the group relating to the launch of Total Triage on 8 April 2023 and shared initial data on patient uptake of the new system.

In the initial weeks since launch 73% of appointment requests were made via the website with a further 13% accessing via the NHS app. Calls to the practice equated to 15% and it is hoped that this number will reduce as patients become acquainted with the new system. For those patients calling the practice, the wait time has reduced to an average of 3 minutes – which is an excellent outcome.

The number of missed calls is also beginning to drop and Caroline explained that upon interrogation of the data, it was confirmed that patients were listening to the message giving guidance on the new system, then hanging up and going to the website.

Due to this more efficient prioritisation of appointments, patients can be seen either same day, next day or within a week and will be seen by the most appropriate health professional following the GP's triage of their symptoms.

Caroline informed group members of an article on the launch of Total Triage that she provided to The Wemian, a local magazine. Several members of the group with links to Parish Councils requested a copy of the article for distribution to local groups and publications.

**Action:** *Caroline Morris to forward article to Marion Bennie for distribution to Group Members - **Completed**.*

**Action:** *Andrew Black to design a leaflet providing step by step guidance on how to access Total Triage.*

**Action:** *Group to consider how to help local groups to engage with Total Triage.*

## 5. Patient Behaviour

Caroline Morris updated the group on the rising incidence of antisocial behaviour by some patients when visiting the practice. Reception staff will have de-escalation training to support their handling of such incidents, but Caroline felt this problem was having an adverse impact on staff recruitment and retention.

It was suggested that reception staff should wear bodycams that can be turned on if they feel threatened. It was also suggested that the practice should maintain a record which would support the practice should further action ever be required and that liaison with Jack Harper of the neighbourhood police force may be beneficial.

**Action:** Caroline Morris to investigate the use of bodycams, log and alert the local police of future incidents.

## 6. Shrewsbury and Telford Hospitals NHS Trust, Hospital Transformation Programme – review of event held at Wem Town Hall on 4 April 2024

Mike Crawshaw provided an overview of a recent event in Wem to inform residents of the Strategic Outline Case which sets out the need for a cross-system reconfiguration and transformation of acute services. The case will address longstanding issues of duplicated and fragmented services and a review of infrastructure which is no longer fit for the provision of the healthcare needs of the local population.

The event was well attended by 42 residents and Mike informed the group that the full document could be accessed on the Shropshire, Telford and Wrekin NHS website. [HTP - Strategic Outline Case - STWICS](#)

**Action:** *Marion Bennie was asked to cascade the web address to group members (as link above).*

## 7. Support for Carers Week (10-16 June) with focus on young carers and an update on Dementia Action Week (13-17 May)

Caroline Morris advised that the practice wants to identify carers, particularly young carers, in the hope of providing targeted support. The full calendar of future events will be shared and group members will be invited to offer support to any events the practice feels are appropriate.

Jan Thornhill was unable to attend this meeting and it was suggested that she could provide an update to a future meeting on the Dementia Action Week where it was intended to have a stand within reception.

**Action:** *Marion Bennie to contact Jan Thornhill and add to a future Agenda item.*

## **8. Terms of Reference**

An example of a Patient Group's Terms of Reference was cascaded to group members prior to the meeting. Feedback was provided and Mike Crawshaw agreed to make the relevant changes so that a final review could be discussed at the next meeting.

**Action:** *Mike Crawshaw to edit version and Marion Bennie to format to group's letterhead and add to Agenda for next meeting.*

## **9. Any other Business**

- Mike Crawshaw shared leaflets giving dates for People's and Young People's Academies inviting members of the public to spend a day at one of Shrewsbury and Telford NHS Trust's hospitals.
- Caroline Morris advised the group that a member of staff was compiling an introduction to members of staff and outlining their roles within the practice.
- Caroline Morris informed the group that the Wem Practice would re-introduce the electronic booking-in system. The equipment is on order with a lead time of 6-7 weeks. Members of the PPG will be invited to offer support patients with initial use of the system.

**Action:** *Caroline to organise name badges for all group members.*

**The next meeting of the group will be held on  
Thursday, 27 June at 18:30 in the  
Meeting Room, Wem Medical Practice**