

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

Minutes of the meeting held on Thursday, 26 September 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  
Amy Keyland  
Julie Keyland  
Liz Parish  
Stan Platt  
Brian Pullen  
Yvonne Sidlow  
Jan Thornhill

Caroline Morris (Wem and Prees Practice Manager)

### Apologies received:

Lynne Hancock  
Rachel Gascoigne  
Mandy Meakin  
Becky Riley-Beckett  
Sylvia Short

### 1. Minutes of the previous meeting held 27 June 2024

The minutes were reviewed and agreed by group members.

### 2. Review of Actions

The following actions remain outstanding:-

- *Marion will liaise with the practice to arrange name badges for all PPG members.*
- *Marion to add Young Carers to future agenda.*

### 3. Matters Arising

Caroline Morris advised members on the embedding of Total Triage with 56% of appointments being booked online and 44% by telephone or in person. Andy Black has produced a step-by-step leaflet to support patients with the online process and group members are asked to promote this at every opportunity.

The group must have a plan going forward to ensure our actions support and promote the practice across the healthcare economy. It was agreed that we will aim to get a group photograph at the next meeting.

Sybil Farmer raised concern that a meeting date confirmed for 2025 in the group's Terms of Reference may coincide with school holidays. However, the group did not feel this was a consideration for most members and that any meeting date changes will be made as and when required.

Jan Thornhill informed group members that there are no further Dementia Awareness training dates confirmed for this year. Jan distributed copies of the Alzheimer's Society's booklet entitled "How to help people with dementia". It was agreed that Jan could hold a training session for PPG members and an appropriate date should be confirmed.

**Action:** Jan Thornhill to provide further leaflets to Julia Goode for distribution to Wem Parish Council.

**Action:** Marion Bennie to liaise with the practice to confirm an available Saturday for PPG member training.

It was agreed that a discrete task and finish group should convene to support young carers and it was noted that Amy Keyland would take the Lead and liaise with Becky Riley-Beckett.

**Action:** Marion to add to agenda of future meeting.

Stan Platt advised that he has had a very positive response to his local door-to-door distribution of the practice newsletter. This is crucial in supporting those patients who may not have access to the newsletter online.

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

### 4. Men's Health Check Event – 28 September 2024

Caroline Morris advised the group that the event had proved extremely popular and was fully booked on the day of launch. Further dates will be scheduled. The event will be supported by PPG members, Andy Black and Brian Pullen and they were asked to ensure that attendees were signposted to appropriate leaflets on the information stand and to support the use of the new blood pressure machine that will be located in the reception area. The event is totally supported by a male clinical workforce. Once men have completed their check, the PPG members should encourage attendees to complete a questionnaire.

**Action:** Andy, Brian and Caroline to provide feedback to the group on the success of the event and the results of the questionnaire.

### 5. GP Patient Survey 2024 – Review of report and planning for local survey

Caroline Morris gave an overview of the positive results from the national survey. The practice now wishes to hold a more localised survey and the group reviewed and provided input to the content.

**Action:** Caroline to arrange laminated copies of the GP Patient Survey results for the group to use at the Health and Wellbeing Event in Wem on 11 October and future events.

## **6. Car Parking issues at Wem Practice**

Caroline Morris informed the group that there is currently an issue in Wem with local residents using the practice's parking. Unfortunately, there is little that can be done other than to ask residents to refrain from parking at busy times when patients require parking.

## **7. Support for Flu Clinics**

Flu Clinics will be held from 8:30 – 2:30 on 5 October (Wem) and 13 October (Prees). Initially, members were asked to support both dates, however, subsequent discussions have concluded that support is not required. Thanks to those members who offered help.

## **8. Support for poppy display**

Caroline Morris informed group members that the practice intends to have a similar poppy display to last year.

**Action:** *Caroline to send Marion the poster requesting local support. Group members to promote.*

## **9. Practice Newsletter – patient feedback**

Caroline Morris advised that there was no specific feedback from the newsletter. Stan Platt was able to share his experience of distributing the newsletter locally.

## **10. Nutrition Advice and Guidance**

Brian Pullen raised concern that the practice's website needs review and update to provide more relevant information on healthy lifestyles. Brian was asked to have a conversation with the practice's Social Prescriber (Rob Kerr) who can provide advice and guidance to the group on appropriate material and links for the website.

**Action:** *Group Members to consider what information should be included on the website and future newsletters.*

## **11. Update and planning for Commemorative Tree Planting at Prees Practice**

Marion provided an overview from a meeting held early in the day with Sylvia Short to discuss the event. The group will be updated once the logistics are confirmed.

**Action:** *Marion to liaise with Caroline to ensure a member of the medical team is available to attend.*

## **12. Dementia Support Group Feedback**

Jan Thornhill advised that group feedback from carers/patients placed great importance on the support of reception staff within the practice. Jan asked whether there were plans to replace the Community Care Coordinator post, which she felt was invaluable and Caroline confirmed the intention to recruit to this post.

**Action:** *Training will be planned for PPG members.*

## **13. Any other business**

Mike Crawshaw advised that there will be a Health and Wellbeing Event held in Wem on 11 October and was asked to enquire whether it was possible for the PPG to have a stand at the event to promote:-

Total Triage  
Poppy Display- request for local support  
GP National Survey Results 2024  
Promotion of local Patient Survey 2024  
W&P Newsletter  
General health information and leaflets

Jan Thornhill advised that the End-of-Life Care Group meeting had been cancelled and she would keep the group informed of future dates. She was asked if this could be added to the agenda of a future meeting for further discussion.

**Action:** Marion to schedule End of Life Care as an agenda item for future discussion.

#### 14. Date of next meeting:-

**The next meeting of the group will be held on  
THURSDAY, 28 November 2024 AT 18:30  
Meeting Room, Wem Medical Practice**