

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

Minutes of the meeting held on Thursday, 28 November 2024 at 6:30pm in the Meeting Room of Wem Medical Practice.

### 1. In Attendance:

Mike Crawshaw – Chair  
Lynne Hancock  
Sybil Farmer  
Becky Riley-Beckett

Caroline Morris (Wem and Prees Practice Manager)

### Apologies received:

Marion Bennie  
Andy Black  
Rachel Gascoigne  
Julia Goode  
Lynne Hancock  
Amy Keyland  
Julie Keyland  
Mandy Meakin  
Liz Parish  
Stan Platt  
Brian Pullen  
Sylvia Short  
Yvonne Sidlow  
Jan Thornhill

### 2. Minutes of the previous meeting held 26 September 2024

The minutes were reviewed and agreed by group members.

### 3. Review of Actions

The following actions remain outstanding:-

- *Group members to confirm they now have name badges.*
- *Marion to add Young Carers to future agenda.*
- *Jan Thornhill to confirm that leaflets have been provided to Julia Goode for Wem Parish Council.*

#### **4. Matters Arising**

Due to the number of apologies received for this meeting, several agenda items will be deferred to the group's next meeting scheduled for Thursday, 30 January 2025.

A dementia awareness session has been arranged for PPG members and will be held on Saturday, 15 March 2025. All members are encouraged to attend.

Marion is liaising with Jan Thornhill to schedule an End-of-Life Care update at a future meeting.

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

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

A summary was produced by Brian Pullen and distributed to group members. There was discussion around photographs taken at events and the need to gain members permission to use photos for future promotion.

***Action:** Members have agreed to any publicity photographs by virtue of their membership. If they do not wish to be photographed, they should step away when photographs are being taken.*

#### **6. Feedback from Health and Wellbeing Fair, Wem**

A summary was produced by Brian Pullen and distributed to group members.

#### **7. GP Patient Survey 2024 and Men's Health Check Questionnaire**

Caroline to provide feedback to the next group meeting on results of local patient survey and Men's Health Check Event questionnaire.

Caroline provided detail of a local patient survey:

- There were 808 responses.
- Patients wish continuity of seeing GP – GPs getting better at this.
- 50% of responses said they call the practice as they want to speak with someone rather than using the online option. This is something the PPG can support in promoting Total Triage.
- Patients are unaware of the PPG – there is need for a Communication Plan to promote the PPG.
- The Specialised Clinics are popular and will continue throughout 2025.

#### **8. Total Triage Step by Step Guidance**

The training session will be deferred to the next meeting.

#### **9. Update and planning for Tree Planting Commemoration Service – 28 January 2025**

As the service is scheduled to be held prior to the next PPG meeting, Sylvia Short is asked to advise what support and representation from the PPG would be appropriate. It is hoped that the practice will be able to organise representation from the medical team.

***Action:** Sylvia to liaise with Mike Crawshaw and Marion Bennie to arrange PPG representation, if required.*

#### **10. Proposed Projects 2025**

This item will be deferred to the next meeting. The group should discuss and agree the projects they wish to progress and how to measure success.

Topics for consideration:

- Identifying and supporting Young Carers
- Supporting the embedding of Total Triage
- Nutrition Advice and Guidance
- Design, launch and management of PPG Facebook page
- Understanding the reasons and supporting a reduction of Did Not Attends (DNAs)

## **11. Any other business**

The PPG will design and maintain a Facebook page that will promote health and wellbeing, prevention, health events, patient questionnaires, and PPG projects.

Caroline gave an update on Total Triage uptake and the proposal to have a private booth with use of a laptop to allow patients to complete the triage questionnaire without being overheard.

Caroline will share the 12-month plan for 2025 to enable the PPG to align their projects to support events and outcomes.

Women's Health Days will be in January 2025 with 4 days being planned and dates will be confirmed once the Practice has confirmed staffing.

It was noted that the PPG could also support and communicate the need to drive down Did Not Attends (DNAs) and this should be added to the group's Project Plan 2025.

## **12. Date of next meeting:-**

**The next meeting of the group will be held on  
THURSDAY, 30 January 2025 AT 18:30  
Meeting Room, Wem Medical Practice**