

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

Minutes of the meeting held on Thursday, 30 January 2025 at 6:30pm in the Meeting Room of Wem Medical Practice.

### 1. In Attendance:

Mike Crawshaw – Chair  
Andy Black  
Dani Chiscariu – Assistant Practice Manager  
Julia Goode  
Sue Perry – Community Care Co-ordinator  
Brian Pullen  
Sylvia Short  
Jan Thornhill

### Apologies:

Marion Bennie  
Sybil Farmer  
Rachel Gascoigne  
Lynne Hancock  
Amy Keyland  
Julie Keyland  
Caroline Morris (Wem and Prees Practice Manager)  
Mandy Meakin  
Liz Parish  
Yvonne Sidlow  
Becky Riley-Beckett

### 2. Minutes of the previous meeting held 28 November 2024

The minutes were reviewed and agreed by group members.

### 3. Review of Actions

The following actions remain outstanding:-

- *Mick Crawshaw is in receipt of name badges for group members and will distribute at the next meeting.*
- *Julia Goode is now in receipt of dementia booklets for distribution to Wem Parish Council.*

#### 4. Matters Arising

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

#### 5. Total Triage Step-by-Step Guidance

Andy Black confirmed that he has sent Caroline Morris the graphics he has created, which consists of 4 pages of screen shots and is very easy to follow.

**Action:** *Caroline Morris to review the content of the guidance and advise any updates. The practice will also advise PPG members on appropriate distribution and guidance on how to increase adoption and embedding ongoing use of the online service provision to the local healthcare economy.*

#### 6. Feedback from Tree Planting Commemorative Service

Sylvia Short advised PPG members that the ceremony for John Golder Jr was held on 27 January at Prees Medical Centre. A Standard Bearer of The Royal British Legion was present and there was representation from the practice and from the PPG. The service was well attended and much appreciated by John Golder Sr.

#### 7. Proposed Projects 2025 – for discussion

##### Supporting Young Carers

Sue Perry advised that it is important to engage with young carers and that “First Point of Contact” is the Agency to engage with. An assessment will be carried out to see if the Young Carers are suitable. The PPG will take guidance from the practice on what appropriate support can be provided.

There is a group in Whitchurch called Crossroads that are now part of first point of contact. Some families have extra caring, but the surgery may not always be aware. Brian Pullen suggested putting posters relating to domestic abuse on the practice’s Facebook page and in school toilets.

Mike Crawshaw advised of a recent meeting with Anita Foster of Shropshire Young Carers who confirmed that there are 8 young carers identified in Wem and considerably more in the Prees area. He has spoken with Sue Challis who was the youth leader for Wem, who has recommended that he contact Claire Glover (existing youth worker) to ascertain whether the Wem Youth Club could offer accommodation for future group meetings.

**Action:** *Sue Perry to contact Anita Foster who may be able to provide more information on those young people registered with the practice who are known to the Young Carers Service to ensure that patient records can have a prompt to inform healthcare professionals if a young carer presents.*

##### Nutrition Advice

Brian Pullen has met with Rob Kerr, Senior Social Prescribing Advisor, dealing with self-help as part of Public Health. Rob advises on health and wellbeing including cardio, diabetes and obesity. He also provides advice on supplements and lifestyle choices/changes. Brian Pullen stated that this information could be put on the surgery’s website with some pages drafted for review by the clinicians. Related links to support groups, for example Diabetes UK could be included.

##### Design, launch and management of PPG Facebook page

The need for a specific page for the PPG was discussed by the group and it was felt that this was not necessary.

##### Supporting the embedding of Total Triage

The group to await the pdf of the final Guidance Note when a plan will be agreed on how we can support increased and sustained use.

### **Supporting a reduction in the number of Did Not Attends (DNAs)**

Dani Chascariu advised that there were 30 DNAs over the previous week which equates to a DNA rate of 3%, below the National average. Brian Pullen asked if there was evidence of certain patients repeatedly not attending appointments, but it was felt that patients had reasonable and valid reasons for missing their appointments. The group asked whether it was possible to interrogate clinic data to understand whether particular clinics had higher DNAs than others.

*Action: Dani to provide further data.*

### **8. Change NHS Local Online Workshop for PPG Members**

Mike Crawshaw updated the group on a series of workshops being held specifically for PPG members.

### **9. Any other business**

Group Members are reminded of the Dementia Awareness Training Session being held on Saturday, 15 March 2025 at 10:00.

Mike Crawshaw advised group members that Stan Platt has stepped down as a member of the group.

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

**The next meeting of the group will be held on  
THURSDAY, 27 March 2025 AT 18:30  
Meeting Room, Wem Medical Practice**