Wem and Prees Medical Practice

Patient Participation Group (PPG)

Minutes of the meeting held on Thursday, 31st July 2025 at 6:30pm in the Meeting Room of Wem Medical Practice.

1. In Attendance:

Mike Crawshaw – Chair

Caroline Morris – Practice Manager

Andy Black

Lynne Hancock

Liz Parish

Brian Pullen

Becky Riley- Beckett

**Apologies:**

Sybil Farmer

Sylvia Short

Yvonne Sidlow

Jan Thornhill

2. Minutes of the previous meeting held 2025

The minutes were reviewed and agreed by group members.

3. Review of Actions

The following actions remain outstanding from the last meeting:

Sylvia to provide an update on Supporting Young Carers and ‘I can Live Life‘ Charity Information.

Jan to discuss support for local EoL/Palliative Care Services

4. Matters Arising

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

5. Confirmation that all members are now in receipt of name badges (Mike Crawshaw)

Mike confirmed that he had issued all name badges

**6. Update on local wound service**

The practice has received notification that the wound service is at capacity again. This shouldn’t happen as the service receives funding to provide sufficient staff. 2 Wem & Prees patients are currently affected. Caroline is still in talks with Shropshire Community Services over these issues.

**7. Promoting Health and Wellbeing Initiatives (Brian Pullen)**

Brian discussed the Nutrition Document prepared with the Practice Social Prescriber Rob.

It was decided that this information should replace the current information available on the practice web page. Caroline will review the document prior to its inclusion.

Andy will also include the nutrition leaflet, with links, in the newsletter.

It was suggested that any free activities available to patients should be included e.g. Keep Fit at Wem Town Hall. Social prescribers can also refer patients for cheaper use of local facilities e.g. swimming, gyms etc

**8. Supporting Young Carers (Sylvia Short)**

*This agenda item will be included at the next meeting.*

Caroline confirmed that 2% of patients are registered as carers. This includes carers of all ages.

CQC would expect it be 4%.

The practice particularly wants help to identify young carers.

**Action Point** - Andy will send copies of the “Super Heroes” graphics he produced last year to Mike.

These could be distributed to schools as they can identify young carers. They can also be emailed to other organisations such as youth clubs, Brownies/Guides/Scouts.

They would direct people identifying as carers to the practice website.

**9. Investigating ways to support local EoL/Palliative Care Services (Jan Thornhill)**

*This agenda item will be included at the next meeting.*

**10. Review of Practice Data (DNA rates, Total Triage etc) Practice update. (Caroline Morris)**

Caroline confirmed that the practice is unable to add specific messages, as discussed at the last meeting, to the Total Triage form as it is not their App.

Andy has produced the Total Triage guidance notes.

Caroline confirmed the triage system is working well. The wait for routine appointments is currently 2-3 weeks. Urgent appointments are available daily, however some days there is a high demand for appointments and when at capacity patients are directed to the Walk in Centre. The screens are regularly reviewed.

Currently the out of hours service is provided by ShropDoc but a different provider has been awarded the new contract. The practice currently uses ShropDoc to answer calls from its patients between 6pm, when the surgery closes, and 6.30pm when the out of hours service commences. It is unknown what will happen when the new provider takes over.

There is an appeal against the awarding of the out of hours to a new provider as ShropDoc has provided an excellent service for many years.

Caroline confirmed there had been a reduction in the number of abusive incidents directed at receptionists. This is probably a result of Total Triage and the appointment system working much better for patients now.

DNA’s are still too high, Blood tests have the highest DNA numbers.

**Action Point** – Andy to send DNA graphics to Caroline, along with Flu appointments graphics and Car Park signage.

Flu season starts October 1st and Flu vaccination clinics will be held on Saturday mornings:

4th October Wem surgery

11th October Prees surgery

Eligible patients will receive an invitation via text message to book their appointments.

Caroline has requested a PPG presence. It is an opportunity to promote the group and chat to patients.

PPG were also asked if they wished to hold a Macmillan Coffee Morning. This could be done at the same time as the flu clinics. Staff at the practice will hold their coffee morning in September.

Dr Emma Smart has written an article on Diabetes for the next Newsletter. A new programme starts at the practice in September.

Dr Smart has also requested to attend the next PPG meeting to talk about loneliness.

CQC is due to visit the practice within the next 6 months. The practice will receive 2 weeks’ notice.

CQC will want to speak to staff, patients and members of the PPG

**11. Group Attendance review**

Mike will be reviewing the attendance records of PPG members for discussion at the next meeting.

**Action Point-** Andy will collate information from current members to include a short Biopic and photo. Andy will compile a few short questions for each active member to complete.

As a few members have stepped down from the group, an article will be added to the Newsletter asking for new applicants to join the PPG.

**12. Preparation for review of Group Terms of Reference at next meeting**

Please can all PPG members have a look at the Terms of Reference prior to our next meeting as we

need to review these annually. If there are any suggestions/amendments, they will be considered at the meeting.

The terms of reference state that PPG meeting dates and minutes will be displayed on the notice board in the practice and Caroline will do this.

We also need to hold an AGM, possibly 4th December 2025. As this is a public meeting it would need to be held outside the practice. Costs will be explored, and Caroline will look at a potential budget for this.

**13. Any Other Business**

Volunteer Drivers

Sue Perry, Community Care Co-ordinator, has several patients struggling to get to their hospital appointments. There is a need for more volunteer drivers in our area so this will be added to the next newsletter.

Do you know anyone who would be interested in this volunteer role?

At our next meeting we will consider projects relating to Volunteer Drivers in addition to Carers and Loneliness.

Andy raised the subject of a Prescription Vending Machine. A surgery at Baschurch has one and it is proving successful. Prescription medicines are placed in the machine and patients are sent a code to input for their prescription to be dispensed.

Caroline said these machines cost in the region of £30k so it would not be financially viable as it could only be used at Prees. Baschurch has a small dispensary, so it works for them as it saves space. Prees dispensary does not have a space issue.

Rowlands’ operate the pharmacy at Wem so they would need to be approached. Caroline will forward Andy Rowlands email address to see if they would consider installing one.

Marion Bennie and Julia Goode have stepped down from the PPG.

As Marion has resigned the position of Secretary, Mike asked if anyone would be willing to undertake this role and if someone would volunteer for the position of Vice-Chair.

The members present agreed Andy Black will be Vice-Chair and Lynne Hancock Secretary.

**14. Date of next meeting**

**Change of Date**

It was agreed that as we need to plan for the flu clinics, Macmillan coffee morning and an AGM, the meeting scheduled for 2nd October 2025 will be brought forward.

The next meeting of the group will be held on

THURSDAY, 4th September 2025 AT 18:30

Meeting Room, Wem Medical Practice