

Minutes of Patient Participation Group Meeting
Tuesday February 12th 2015

**Present: R. Birkenhead, Dr E Blunsum, G. Woollam, P. Dee, T. Griffiths, C. Goodwin,
D. Smewing S. Dudley C. Quinlan, D. Foster, V. Stephenson, M. Astley**

Previous minutes were discussed and agreed. C. Quinlan expressed concern over how disjointed the initial online registration process is. D. Smewing reminded the group that confidentiality forms need to be actioned.

Diana Foster with regret informed us she had to stand down from the committee but was aware of a suitable lady who was interested and would pass on the information to Richard, we thank her for her involvement to date. Victoria Stephenson is welcomed onto the committee.

Glynn and Victoria both wondered if there was some sort of staff recognition scheme at the practice as both had experienced excellent service from Nancy Perks. It was discussed and their comments will be forwarded to Nancy but to have some sort of award singling out excellent service was felt to be divisive between the girls as they all work very hard.

The CQC questionnaire was looked at which is no longer a statutory form and was felt to be very long winded, the form that was prepared by Wem and Prees Medical Practice was handed round and felt to be shorter and more suitable although still perhaps not everyone would fill all of it in. The Friends and Family form was looked at which is very brief but maybe patients would have more time to fill it in. As CQC could call on us at any time Glynn asked if we should be speaking to a surgery that had recently received outstanding in its report, Dr Blunsum explained that all reports are supposed to be confidential and therefore, we and they would not be allowed to enter into any sort of discussion. Dr Blunsum said the CQC are keen for patient groups to be involved in audits and any suggestions would be welcomed.

Chris spoke about the Patient and Carer panel which started in January 2014, it consists of a group of lay people plus representatives from various organisations, parents or people with specific disabilities or illnesses and trust members. At each meeting a patient story is told which gives their perspective of the whole NHS experience from start to finish of whatever problem or illness is specific to them, they can then suggest ways in which things could be improved and what worked well so others might follow the example. Volunteers are being trained to collect patient experience stories to take back to the group. The panel also gets involved with various trusts such as CAMHS patients, carers and staff members all get together to discuss problems and therefore improve the service. There will be a sit and see group formed which will look at the quality of interaction between medical staff and patient. Hopefully data collected will highlight any problems needing to be addressed. The Whitchurch and District PPG was discussed with the Beechtree Club at Whitchurch Hospital having computer access, and EMap which concocts solutions for the elderly which is a free service. Whitchurch Hospital is also having a therapeutic garden built with dementia friendly paths so beds, patients, physio's, visitors could all go outside on nice days to enjoy some fresh air. Hopefully there will be some sort of Garden party opening it in April.

Westlands Nursing Home closure was discussed and how it will impact on the local area. Dr Smith is going to represent the surgery at the upcoming public meeting to voice our concerns as no provision will be left in Wem for a "Nursing Care" home, just residential care.

Prees Surgery New Build should be completed in March but no final date has been given.

Wem Surgery extension which will house four new consultation rooms and administration rooms will commence on 7th April with completion in August.

Information boards are up displaying the latest trends and information, plus minutes of the PPG meeting.

Next meeting was set for Tuesday 12th May, location to be decided.