

Minutes of Patient Participation Group Meeting
Tuesday September 8th 2015

Present: Richard Birkenhead, Dr Emma Blunsum, Glynn Woollam, Pauline Dee, Tracey Griffiths, Daphne Smewing, Christine Quinlan, Vicky Stephenson, Michele Astley
Apologies: Chris Goodwin

Previous minutes were discussed and agreed. Parking at Wem Surgery is now better. Phones are to go over to a new system and a new message will be recorded when in place. Magazine rack is now in place and large painting mounted on wall in reception at Prees.

Christine Quinlan asked if Christian names could be put on the minutes so the group knew how to address other members, this has been duly done.

Richard asked the group to look at the Patient Questionnaire and devise a new one including questions that they as patients might like to see on it. Michele to e mail old form over to the group for their individual perusal and suggestions. Once complete the new questionnaire can be handed out and put up on website.

The creation of a Northern Locality and Shropshire patients group was discussed; Glynn has joined the Shropshire Group to find out a little about it and will report back.

The Wem new build was discussed, Glynn mentioned that the entrance to the building was poorly signposted and was rather confusing, Richard to look into better signage. Scaffolding is now down but windows are still awaited. The rooms are to be sound proofed. Glynn asked who will fund the fitting out of rooms, Emma explained that the partners paid for it but the cost would hopefully be offset by a better provision of services that we would be paid for. Future fit will enable us to take on extra services which the CCG want to offer but have no space and they pay us for it, or we suggest what services we are able to offer and ask the CCG to fund with suggestions being audiology and ultrasound clinics. This will help offset the building costs as does patient enrolment at the practice, we get paid per head, the idea being the better the practice and the services offered the larger the patient list will become.

Christine asked how does a person find out who their designated GP is. Emma explained it is written on repeat prescription slips, you can also ring up and ask and also you should be informed during a consultation.

Vicky said a patient had mentioned to her that they felt there was too long a wait to see a specific GP, up to two weeks. Emma explained how the system works i.e. if urgent appointment is required you should be able to be seen that day, for non-urgent appointments a small wait would be expected, however if patient is only willing to see one particular Doctor then the wait would be longer because of the hours they work, where they work, holidays etc.

Chris had asked via e mail if two meetings at a time could be set in advance to enable managing the diary better. This was agreed and the next two meetings duly arranged. These

are Tuesday December 1st 2pm at Wem and Tuesday March 1st 2pm at Prees. Glynn has kindly offered to become Chair for the group and this was seconded by Christine and Vicky.