

## **Wem and Prees Patient Participation Group Meeting**

**Monday 29<sup>th</sup> September 2014**

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

Previous minutes were discussed.

Results of the practice Survey showed that patients felt the waiting times to see a Doctor or a specific Doctor were too long. Wem and Prees to continue to review the appointment system, look into ways of improving the electronic system and making staff more pro-active. To introduce times for patients to ring in for blood test results, and where results are normal reception staff to give out. No objections were raised to this.

Information boards at Wem the patients felt were working well, but at the moment Prees does not have the room.

Chair-person and deputy were not elected at this meeting and will pass over until the next. It was felt there should be a fixed term for a Chair and Vice Chair of around 3 years.

On discussion it was felt that patients were not aware of our website or that they could book appointments online, Mrs Dudley to speak to Mr Hopwood about the possibility of us going into the Venture magazine.

R. Birkenhead spoke about the new build – Completion date is set for January 2015, it is being funded by the Grocott family trust and is purpose built with parking facilities. We are hoping to offer more services but as yet what services are still to be decided, Mrs. Foster hoped that we might be able to offer the services of a chiropodist and would be happy to pay. Mrs Foster asked if additional staff were going to be employed, R.Birkenhead said not yet.

Mrs Dee asked if we were going to raise objections to the planning applications that have been submitted for Prees, R.Birkenhead stated that the practice had informed NHS England of our concerns due to capacity issues.

Dr Blunsum asked if the group felt a newsletter would be welcomed by the patients, it was felt it was a good idea.

Mrs Quinlan asked if the facility to consult GP's online would become available in the future. Dr Blunsum felt that there would be no time allocation for this facility and it would erode into face to face appointment times which should take priority.

The facility to order scripts online and for patients to access their Summary Care records is in development and this was welcomed by the group.

Next meeting was set for 2pm on Thursday 27<sup>th</sup> November at the Wem Practice.