

Wem and Prees Patient Participation Group meeting
Thursday 27th November 2014

Present: Richard Birkenhead, Dr Emma Blunsum, Glynn Woollam, Pauline Dee, Tracey Griffiths, Sue Dudley, Christine Quinlan, Daphne Smewing, Diana Foster, Chris Goodwin, Michele Astley

Previous minutes were discussed – The idea of a newsletter is being taken on board as considered to be a good idea but not yet formalised.

The facility to order repeat prescriptions online is now up and running, posters advertising this have been put up in main reception areas at both sites.

A new telephone message has been recorded asking patients to ring in after 11am for blood test results with the aim to hopefully make it easier to get through on the phone early morning to make an appointment with a GP or Nurse. This seems to be working for the majority but a few are still ignoring the message, it will take time.

Richard Birkenhead gave an update on the new Prees surgery build which has been pushed back to end of February. A possible extension to the Wem Practice looks likely with funding coming from NHS England and the partners, it would provide 4 more consulting rooms and admin space upstairs.

After the last meeting Glynn Woollam set out what he felt should be some terms of reference and explained them to the group (attached), he also amended some of the terms (attached). As a group it was felt sensible to limit the number of people sitting on the group for meetings at any one time to approximately 10 people based on seating capacity, with a suggestion of a 3 year term being put forward. Patients interested in joining the group from either Wem or Prees are still very welcome and as a joint practice we have no limit as to how many can join, any feedback or suggestions they wish to give from reading the minutes online or displayed in the waiting rooms will be taken to the next meeting, but if they wish to attend a meeting they will go on a waiting list. A suggestion box is placed in both reception areas and comments, suggestions or feedback can be left in them or they can speak to either Richard Birkenhead or Michele Astley whose pictures will be displayed letting people know whom to approach.

It was felt that the website could explain more about the group and what it does, and perhaps include a comments box for those interested in joining giving patients an easy portal for having their say.

It was discussed what should happen in the event that either the GP, Practice Manager or Administrator were not able to attend, it was felt the meeting should still go ahead but no final decisions made.

The idea of putting a short message on repeat slips about the group was suggested it is possible and will be looked into.

Pauline and Glynn wondered if we could incorporate a practice survey similar to the Friends and Family but more in depth on the website asking patients what they liked or disliked about the practice, how they felt we could improve, if from their experiences they would recommend us to others and from these results we could form an action plan to work

towards. Richard will look into the possibilities of setting this up. Glynn to look at questions posted on other sites and e-mail Michele with possible suggestions for the format.

As not everyone has access to a computer, uses it very often or wishes to use one it was felt as a group that we could send a letter out to the local Senior Citizens Club informing them about the facility to make appointments and order repeat prescriptions online via the website so perhaps they or members of their family or friends could use this facility for them if requested.

The Friends and Family test which has been requested by NHS England is up and running via our website and forms out on the desk.

Emma Blunsum was asked if when the new building is up and running there will be two doctors every day, she said it is the practice's hope that there eventually will be, but it will depend on increasing practice size and therefore, funding.

Chris Goodwin will represent the group at the next Whitchurch and District PPG meeting.

Two weeks before the next meeting Michele will e-mail members asking if they have any items for the agenda, and will then e-mail the agenda out to the members a week before the meeting is due.

The next meeting was set for Thursday 22nd January 2pm at Wem.