

## News from the Llanfyllin Group Practice Patients Participation Group

The Patients Participation Group (PPG) met on Monday 3rd March at the Medical Practice in Llanfyllin.

A informative presentation on the work of SHROPDOC was given by Mrs Elaine Edwards, Nurse Director of the organisation. SHROPDOC'S Mission Statement is "To care for and treat the patient in the right place without any unnecessary delay or discomfort by a responsible and empowered workforce".

Shropdoc provides services to 600,000 patients in Shropshire, Telford and Wrekin and Powys. The organisation deals with over 200,000 calls and over 50,000 patients per year. Shropdoc is a not-for-profit company established in 1996. It currently has over 300 GP members, all of whom work in local general practice. It does not use agency doctors and is a local employer of over 200 staff including nurses, drivers, call handlers and receptionists. The organisation provides urgent medical services for patients when their GP surgery is closed and whose needs cannot safely wait until the surgery is next open, i.e. each weekday evening until the following morning and from Friday evenings until Monday morning or the next working day following a Bank Holiday.

Shropdoc also provides a range of other services including education and training; single point of access to health professionals for urgent care; and a 24hr helpline for oncology patients.

The organisation uses all 4x4 vehicles and as well as having SATNAV, drivers are used to the geographical area within which they are working - all of which aids in locating patients, especially those in isolated rural areas. All cars/bases carry equipment to manage a plethora of conditions as standard.

The organisation is keen to receive feedback on the services it provides and this can be given via telephone on 01743-454900 or writing to:

Shropdoc  
Unit A  
3 Longbow Close  
Shrewsbury  
SY1 3GZ

or via the website [www.shropdoc.org.uk](http://www.shropdoc.org.uk)

Members also received an Operations Update from the Practice, this included information on the work of the Dispensaries across the Practice, service audits and information on the updating of the Practice website - [wwwllanfyllin-gp.co.uk](http://wwwllanfyllin-gp.co.uk). Please do visit this site to find out more information about the services on offer from the Practice and how to (for example) self refer for physiotherapy and chiropody services, and update your own personal information, e.g. change of address, 'phone or mobile 'phone numbers and email contacts.

Other matters discussed at the meeting were the changes to Car Parking at Royal Shrewsbury Hospital - a letter has been sent from the PPG expressing concerns and seeking answers to queries raised in respect of this matter; and the proposed changes to the Ambulance Service at Llanfyllin. Here again, a letter has been sent to the Chief Executive of the Welsh Ambulance Service expressing serious concerns over the proposals and a representative of the Service has been invited to attend the next meeting of the Group which will take place on 12th May 2014. All Members were asked to raise this important matter with their individual Community Councils.

Finally, the PPG is now a member of the National Association for Patient Participation and expects to take part in PPG Awareness Week 2nd to 12th June 2014.