

# TELDOC

## Patient Participation Group Meeting

Wednesday 20<sup>th</sup> July 2022, 19:00-20:00, Euston House

### Meeting Notes/Actions

#### Attendees:

Kathryn Mitchell (Chair)	PPG Chairperson	KM
Deborah Harding	PPG Member	DH
Doreen Elliott	PPG Member	DE
Ian Chan	Medical Director (Teldoc)	IC
John Rushton	PPG Member	JR
Julie Gower	PPG Member	JG
Matthew Harding	PPG Member	MH
Michael Carter	PPG Member	MC
Tania Holt	PPG Member	TH
Victoria Stokes	Patient Experience Lead (Teldoc)	VS

#### Note Taker:

Tally Chahal	Personal Assistant (Teldoc)	TC
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ITEM	SUBJECT	ACTION
1.	<b>Apologies &amp; Introductions:</b> Elaine Edwards (Teldoc), Ann Carvell (PPG), Donna Williams (PPG), Margaret Dyas (PPG), Pam Carter (PPG) and Toni Haines (PPG).	
2.	<b>Practice Update:</b> IC provided an update on Teldoc. We are improving what we can with the resources we have. In the coming months we are looking to increase the call centre workforce to help alleviate some of the call waiting issues we have.  One of the main issues we have is the recruitment and retention of staff. There is a reoccurring theme on how difficult and demanding the job is as more and more patients are becoming abusive towards staff. We continue to have a number of issues due to demand as waiting times for secondary care can take up to a year resulting in patients coming back into the practice multiple times to be seen by a GP in the interim.  We have a very good staff training programme and we centralise all call handling in order to standardise our calls. If we had call centres on different sites it would be very difficult to monitor and manage.  Although the PPG had some complaints regarding the call centre staff (which Teldoc PEL will investigate outside of this meeting), some of the PPG were happy with how staff handled their calls even if they were unable to be seen by someone on the day.  Clinical staffing is an issue especially with number of full time equivalent GP's declining over the years. Historically in Shropshire we did not rely on ANP's but since there are not many GP's we have had to change our models.	

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<p>3.</p>	<p><b>Agree PPG Terms of Reference (ToR):</b>  The PPG were handed a copy of the ToR to take home and review. At the next PPG, we will agree what the aims of the group are. The more we attend these meetings the more objectives we will set to help the patient experience improve.</p> <p>The group agreed going forward, any new PPG members will be sent a copy of the ToR to read and agree prior to attending these meetings. As stated in the ToR these meetings are “not for the pursuit of individual cases”.</p>	
<p>4.</p>	<p><b>Patient Survey:</b>  Although we need patients feedback to help improve the service Teldoc provide, most of the PPG agreed in the current time it may be a waste of time and resources.</p> <p><b>Action:</b> IC to send the group a link from the CQC who have requested feedback from our PPG.</p> <p>We are the only practice in Shropshire to be working 365 days a year and have been doing so since 2019. Our call centre is open 08:00-20:00. This is useful information to relay to our patients as not everyone knows this.</p> <p>IC presented the summary of patient surveys which were sent to patients by the NHS. Out of 629 surveys sent out, there were only 176 responses. We scored worse than last year. These figures are not reflective of our practice as only a low numbers of patients replied. These surveys would be more suitable for smaller practices but not a practice of our size.</p> <p>We monitor our call statistics regularly to help improve our services and customer experience. IC showed the group the number of inbound and abandoned calls we received each hour. The trend shows the first hour of the morning is the peak hour. We tried staggering appointments and same day appointments throughout the day but this has not helped. The issue with appointments is the limited number of clinical rooms that we have. We have been working on our estate plan for many years and will be in the process of moving to phase 2 soon to expand clinical space.</p> <p>IC showed the group a presentation, “Teldoc Update in 2021” which is when the call centre was located in Aqueduct (2019). We have had a big drop in abandoned calls since relocating the call centre staff to Euston House. We need to educate people to not ring at 08:00 unless they require an urgent on the day appointment.</p> <p>Although patients have to go via the online patient access app or the call centre to book a same day appointment, our front of house staff are trained and can help book appointments at reception for patients that meet our set criteria.</p>	<p>IC</p>

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5.	<p><b>Practice Website:</b> Teldoc are in the process of forming a new practice website but still believe there is room for improvement before launching.</p> <p>We will have online forms for patients to complete for administrative tasks such as requesting sick notes, letters etc. to help reduce some of the calls made to the call centre.</p> <p>PPG agreed knowledge needed to be disseminated to the wider group of patients so that they have a better understanding of the issues Teldoc are facing and what we are doing to overcome these. As a result, one of the suggestions was to have a dedicated PPG page on the website which the group could use to communicate with patients.</p> <p>PPG will be shown the website for their opinions before we go live.</p>	
6.	<p><b>Any Other Business:</b> Due to the urgency of issues discussed, JG requested for these meetings to be held monthly. For now, as agreed by the PPG and set in the ToR these meetings will continue to be bi-monthly but the PPG are encouraged to work together outside of these meetings to help move things forward.</p>	
7.	<p><b>Next Meeting:</b> Wednesday 21<sup>st</sup> September 2022, 19:00 – 20:00, Euston House</p>	