**Patient Participation Group Meeting**

Wednesday 21st September 2022, 19:00-20:00, Euston House

**Meeting Notes/Actions**

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| **Attendees:**  Kathryn Mitchell (Chair) PPG Chairperson KM  Ann Carvell PPG Member AC Doreen Elliott PPG Member DE Elaine Edwards Director of Quality & Governance (Teldoc) EE Michael Carter PPG Member MC Rashpal Bhachu Director of Operations (Teldoc) RB Tania Holt PPG Member TH **Note Taker:** Tally Chahal Personal Assistant (Teldoc) TC  |
| **ITEM** | **SUBJECT** | **ACTION** |
|  | **Apologies & Introductions:**Donna Williams (PPG), Ian Chan (Medical Director, Teldoc), John Rushton (JR), Kirsty Lees (KL), Pam Carter (PPG) and Victoria Stokes (Patient Experience Lead, Teldoc). |  |
|  | **Practice Update:** Although there is a national shortage we recently appointed 2 new salaried GP’s and 2 Nurse Practitioners (NP’s). Pre covid we had a number of applicants to shortlist for the NP role but now quite often we have no applicants. Post covid there has been a huge demand in what patients want and expect. We found that this additional stress and pressure put on staff is one of the main reasons they leave.Booking appointments online is predominantly with our PN’s and HCA’s doing specific tasks like blood pressure and smear tests etc. We do keep a number of urgent appointments available at the end of the day. Since the call centre receive nearly 2000 calls a day (including patients that repeatedly hang up and redial), having someone senior at the call centre helps the process, as patients are more likely to listen to them than the call handler. This is why we have a GP working alongside the call handlers. |  |
|  | **PPG Terms of Reference (ToR):**Those that attended the last PPG were given a hard copy of the draft ToR and everyone else was emailed a copy to review prior to the PPG today. The group agreed on the ToR. |  |
|  | **Patient Survey**Our survey is a slightly shortened version of the National GP patient survey. AC and MC agreed to help support the chair with handing these out to Teldoc patients during covid clinics at Malinslee.The aim is to collect data over a 2 month period (November – December), analyse results in January and then report findings.**Action:** TC to send KM vaccination clinic dates at Malinslee. KM will circulate these to the PPG to ask for more volunteers. | TC |
|  | **Practice Website:**This is still in the development stage. Once this is ready for trialling, the PPG will be requested to test it. |  |
|  | **Any Other Business:**Action Plan of Priorities - This will be updated and presented to the PPG at each meeting to keep on top of on-going actions.Newsletter –The first draft will be ready by the next PPG. Agreed information to be included on our electronic newsletter:* Encourage patients to join our PPG.
* Opening times.
* Online patient access app.
* Suggestion to call for non-urgent appointments after 10am to help ease pressure during 8am peak calls.
* Multiple prescriptions.

Noticeboard at Hadley -MC mentioned tidying this up to help patients understand what the problems are and why we have them. Include information such as how many calls we have each morning. **Action:** EE to liaise with Operational Lead.**Action:** TC to give KM the Operational Lead’s contact details so that they can work together on PPG information/updates to include on noticeboards across our sites.Bringing Issues/Queries to PPG – Patients are aware they can send us issues to look into but this is not the forum for personal complaints. Communicating Test Results – From Nov 2022, patients will be able to access blood test results from the Patient Access App.Madeley –Patient mentioned to PPG member a day they visited Madeley it was closed and the chairs were stacked up.**Action:** EE to look into as this is unlikely. It could be the patient attended the wrong building since there are two close together.111 – The government tell us how many appointments we have to reserve for 111 calls and by law we are not permitted to book over these. This is why at times if we notify patients that we have no appointments left and they end up going through 111, depending on if they need to be seen or not they could end up with one of these appointments.  | EETCEE |
|  | **Next Meeting:** Wednesday 23rd November 2022,19:00 – 20:00, Euston House |  |