

TELDOC

Patient Participation Group Meeting

Wednesday 25th January 2023, 19:00-20:00, Euston House

Meeting Notes/Actions

Attendees:

Kathryn Mitchell (Chair)	PPG Chairperson	KM
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Ian Chan	Medical Director (Teldoc)	IC
Lesley Pritchard	PPG Member	LP
Michael Carter	PPG Member	MC
Toni Haines	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.	<p>Apologies & Introductions: Ann Carvell (PPG Member), Anthony Wood (PPG Member), Donna Williams (PPG Member), Doreen Elliott (PPG Member) and Kirsty Lees (PPG Member).</p> <p>Lesley Pritchard was welcomed to the group.</p>	
2.	<p>Practice Update: IC advised there were no major developments since the last PPG.</p> <p>Demand on our service is continuing to rise due to recent strike actions which has a knock on effect on us. Due to continued delay in secondary care appointments, we continue to have more patients coming back to us in the interim. The pressures we face are still here. IC will be meeting with the council next week who are aware of the issues and hope to do something about it.</p>	
3.	<p>GP Patient Survey: The PPG were thanked for their efforts in supporting patients with completing 89 surveys.</p> <p>Results from a few of the questions (1, 2, 5, 12, 14, 18 and 22) were shared with the group. These particular questions were selected as they cover areas we would need to make improvements in or areas we are already doing well in.</p> <p>Next year the aim is to start the survey in September to try and capture more patients attending the flu clinics.</p>	
4.	<p>Practice Website: The PPG were sent the link to the new website to test prior to attending this meeting. The overall feedback was positive although there were a few members that were unable to get past the maintenance page when accessing the link via their mobile phones.</p>	

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	Action: TC to log call with IT to look into this.	TC
5.	<p>Newsletter: The PPG expressed their disappointment that this was not sent out to patients as a lot of time and effort went into preparing the newsletter. Hopefully the IT / compatibility issues Teldoc had (with the current website) will be resolved before the next newsletter is ready to go out.</p> <p>The group agreed following the next PPG in March, they would meet in April to prepare the new newsletter ready for rolling out in May. This will be the spring/summer newsletter.</p> <p>MC advised it would be useful to include details of national awareness weeks but these may be missed if we only did a 6 monthly newsletter. For now, the group agreed to prepare 1 newsletter every 6 months.</p>	
6.	<p>Quality Assurance Updates: KM provided a brief update on some statistics that are reported via Teldoc's Quality Assurance Group for the reporting period of August, September and October 2022. All complaints had been acknowledged within 3 working days, in accordance with NHS Complaints procedure. Teldoc aim to complete final response to complaints within 25 working days. The categories of complaints was also presented, as were the number of compliments received during the same period.</p> <p>The group were shown a graph illustrating volume of patients joining/leaving the practice from July to September 2022.</p>	
7.	<p>Children's Clinics: DW was unable to attend this meeting but had requested for this to be added to the agenda.</p> <p>Apparently, some medical centres are running specific children's clinics so that parents get easy access to advice/care during the winter season. DW wanted Teldoc to consider the idea for our practices.</p> <p>EE confirmed this is something that had been considered, particularly with the outbreak of Strep A, but the risks were too high. IC confirmed there was an initiative driven by the NHSE which is formed locally as they understand the risk of this in a general practice.</p>	
8.	<p>Any Other Business: LP raised concerns regarding an appointment she attended which she believed would be with a GP. Once at the practice, she realised this was with a different health care professional. The concern she had was once she saw this person, they left the room to speak with a GP for clinical advice. LP felt this was wasting time and it would have been easier to see a GP in the first instance. IC advised due to the national shortage of GP's, we are working with other</p>	

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	<p>experienced clinical staff (Advanced Clinical Practitioners, Physician Associates, Paramedic) These clinical members of staff may at times need to speak to a GP for a second opinion which is what we would expect to ensure the patient is being given the best and correct care that they require. The PPG did however agree that it would be better if the call centre staff were clear about the person the appointment is with.</p> <p>LP queried if Teldoc ran CPR or First Aid classes as she would like this training for personal reasons. As we do not, the group suggested LP approached St John's Ambulance or the Red Cross for details on the First Aid courses they provide.</p> <p>MC queried prescription review dates and why these seemed like they were out of date for some patients. IC confirmed patients with chronic diseases should have yearly reviews just to see if their medication is still appropriate. Most of our patients do not need specific medication review dates as they are reviewed via our recall systems and also regular reviews would make this data redundant. Patients are welcome to remind a clinician to update the medication reminder when they attend appointments should they wish for a date to be amended.</p> <p>MC raised concerns regarding the car park at Malinslee when it recently snowed.</p> <p>MC queried the relationship we had with Healthwatch as a PPG.</p> <p>Action: TH to provide contact details of Healthwatch Telford & Wrekin and TC to invite for a short talk to either March or May's PPG.</p> <p>MC queried if there was a budget for the PPG. Although there is not, TH suggested fundraising as an option.</p> <p>TH tried to raise a personal grievance but was advised this was an ongoing investigation which was already being looked into. It was therefore not appropriate to discuss in this forum.</p>	TH/TC
9.	<p>Next Meeting: Wednesday 22nd March 2023, 19:00 – 20:00, Euston House</p>	