

TELDOC

Patient Participation Group Meeting

Wednesday 22nd March 2023, 19:00-20:00, Euston House

Meeting Notes/Actions

Attendees:

Kathryn Mitchell (Chair)	PPG Chairperson	KM
Ann Carvell	PPG Member	AC
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Lesley Pritchard	PPG Member	LP
Michael Carter	PPG Member	MC
Rashpal Bhachu	Director, GP (Teldoc)	RB
Saqib Akhtar	Clinical Pharmacist Lead (Teldoc)	SA
Tom Brettell	PCN Digital & Transformation Lead, (Teldoc)	TBr
Tracey Bennett	PPG Member	TB
Victoria Stokes	Patient Experience Lead (Teldoc)	VS

Note Taker:

Victoria Stokes	Patient Experience Lead (Teldoc)	VS
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ITEM	SUBJECT	ACTION
1.	Apologies & Introductions: Donna Williams (PPG Member), Doreen Elliott (PPG Member), Ian Chan (Medical Director, Teldoc) and Sharon Bennett (PPG Member).	
2.	Practice Update: RB advised there were no specific updates.	
3.	Practice Website: PPG members had links to get onto new website, but some have not managed to get on. EE advised that we are days away from launching and we can continue to shape after the launch where necessary. KM advised it was already looking to be a significant improvement on the current website.	
4.	Newsletter: KM asked for volunteers to create a newsletter. Action: KM to set up date and invite PPG members who are not present at today's meeting.	KM
5.	QR Readers: Raised as a query from PPG member. RB advised the application potential is vast and we would need more information as to what specific area for use was being suggested?	
6.	Car Park Maintenance: MC was happy to notice the car park had been coned off last time it had snowed. RB advised that some of the car parks were not owned by us, but we do have grit bins which staff can use.	
7.	Fundraising: KM emailed the PPG to see if anyone wanted to take on the fundraising but did not receive any responses MC advised we needed to know what we were raising funds for. KM	

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	gave an example of the cost of printing for the meeting. It was decided it is not straight forward and something we can look at in the future.	
8.	<p>Future PPG Meetings: The group discussed the possibility to extend these meetings slightly to allow the PPG to have a private catch up prior to Teldoc joining for part 2 of the meeting.</p> <p>The group decided to meet 15 minutes prior to the full PPG for a catch up and to allow new members to be introduced to the group.</p>	
9.	<p>Role of Teldoc Pharmacists: SA, Lead Clinical Pharmacist, updated the group on the role of the Teldoc Pharmacists and what they did. Their work includes patient medication safety, appropriate prescribing, not over prescribing. Drug monitoring, audits, education.</p> <p>Action: SA to provide a short synopsis of his job role for the PPG to advertise on their newsletter and Teldoc PPG webpage.</p> <p>Patients may not be aware they can book appointments with a pharmacist.</p> <p>LP queried Shared Care Agreements. SA explained the process and that for some clinical conditions GPs are not specialised enough to prescribe certain drugs or monitor the patient's condition initially, but once the patient is established on the medication it may sometimes be possible for a Shared Care Agreement to be used.</p>	SA
10.	<p>Inconsistency of information given by Call Handlers: AC gave an example where different information had been given regarding appointments. RB advised there are several new recruits within the team but feedback to the call handlers is given.</p> <p>Action: The Administrative Operational Lead (EAL) to be invited to a future PPG to give an update on the call centre.</p> <p>KM suggested interaction with other staff members and a brief insight on what they did would be beneficial to the PPG.</p> <p>Action: KM to ask for volunteers to go to Oakengates to speak with patients.</p>	TC KM
11.	<p>Any Other Business: Healthwatch: Group were reminded a representative from Healthwatch has been invited to attend the next meeting to give an overview on what they do.</p> <p>Feedback: MC queried if there was a way for patients to provide feedback on their experiences. EE confirmed we actively promote Friends & Family on website and through text messaging. NHS choices is another option for providing feedback. All feedback data is collated, analysed and reported via our Quality Governance</p>	

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	<p>Assurance meetings.</p> <p>Social Prescribers: LP advised she was not aware we had a Social Prescribing team but after being introduced to them she found them very helpful but felt that not all patients were aware of them and the services they offered. LP advised the team provided support to complete forms (such as for PIP housing benefits) EE explained they have knowledge of a wide range of community services. Referrals are mostly from Call Handlers or clinical staff. For example, if a patient is feeling lonely or isolated, the Social Prescribing team can help identify social groups in their local area.</p> <p>Action: TBr suggested putting information on the new website and newsletter advising the call centre can make referrals to the social prescribing team.</p>	
12.	Next Meeting: Wednesday 24 th May 2023, 18:45 – 20:00, Euston House	KM/TC