**Patient Participation Group Meeting**

Wednesday 26th July 2023, 18:45-20:00, Euston House

**Meeting Notes/Actions**

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| **Attendees:**  Kathryn Mitchell (Chair) PPG Chairperson KM  Donna Williams PPG Member DW Dr Ian Chan Director, GP (Teldoc) IC Elaine Edwards Director of Quality & Governance (Teldoc) EE Emily Lewis-Adams Administrative Operational Lead (Teldoc) EAL John Rushton PPG Member JR Lesley Bennett PPG Member LB Tom Brettell PCN Digital & Transformation Lead, (Teldoc) TBr **Note Taker:** Tally Chahal Personal Assistant (Teldoc) TC **Part 1: PPG (18:45 – 19:00)** |
| **ITEM** | **SUBJECT** | **ACTION** |
|  | **Informal Catch Up** |  |

 **Part 2: PPG & Teldoc (18:45 – 19:00)**

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| **ITEM** | **SUBJECT** | **ACTION** |
|  | **Apologies & Introductions:**Lesley Pritchard (PPG Member) & Sharon Bennett (PPG Member). |  |
|  | **Call Centre Update**:EAL presented a brief overview on call handler training and what call handlers do on a daily basis. At present, we have 4 senior call handlers and 2 team leads. We have an onsite social prescribing team to help with additional support such as financial, loneliness, housing etc. We have 33 call handlers in total and hope to recruit more before the flu season. Retention of staff is getting better. PPG are happy with the changes made to the automated message when calling the call centre but requested for this to also promote online consult. EAL agreed to discuss this at the next internal Teldoc meeting (SDT). PPG were happy the call queue has now been made longer as most patients would rather wait in a queue as opposed to keep redialling and trying to join the queue.  |  |
|  | **Practice Update:** There are various strikes happening at the moment including radiologists, consultants, junior Dr’s etc. which have an impact on GP services. |  |
|  | **Practice Survey:** The National GP Patient Survey was condensed for Teldoc PCN patients to complete. This will give us a snapshot on how patients are finding the service. PPG were requested to attend flu and vaccine clinics to capture as many patients as possible. **Action:** EE to let KM know when clinic dates are available.At some point in the future the practice will look at making these surveys available electronically.At present it is difficult to get new doctors and we seem to only be able to recruit tier 2 candidates from abroad. Survey to be completed from Oct-Dec and then report submitted early Mar 2024. DW offered to collate results and update findings spreadsheet for Teldoc. | EE |
|  | **Feedback following visit to Oakengates:** Self-check in machines – No longer in use as the hardware is expensive and is no longer funded by the NHS.Reception – It used to be really crowded but is much more pleasant in there now.Online consult and booking appointments online – Some patients are confused by the terminology. Until patient experiences these they will not necessarily know the difference.MC’s independent survey - A number of patients were happy they could get through on the phone to be seen at Oakengates. Overall positive. PPG will volunteer to go back and speak to patients again. |  |
|  | **Frequency of PPG meetings:**Group agreed for meetings to be held less frequently to hopefully encourage more patients to commit to these meetings. Agreed for next meeting to be held in Nov 2023 and then Mar 2024. |  |
|  | **Any Other Business:** None. |  |
|  | **Next Meeting:** Wednesday 22nd November, 18:45 – 20:00, Euston House  |  |