

TELDOC
Patient Participation Group
 Meeting Wednesday 27th March 2024 19:00-20:00

Meeting Notes/Actions

Attendees:

Kathryn Mitchell (Chair) PPG Chairperson KM
 Elaine Edwards Director of Quality & Governance (Teldoc) EE
 Michael Carter PPG Member MC
 David Wells PPG Member DWe
 Tracey Bennett PPG Member TB
 Dr Ian Chan (Partner Teldoc) IC
 John Rushton PPG Member JR
 Donna Williams PPG Member (Note taker) DWi

Apologies:

Daniel Watkins
 Tracy Willocks
 Isabella Hodgetts

Item	Subject	Action
1	<p>Apologies/Introductions KM welcomed all to the meeting and introductions were made.</p>	
2	<p>Update from Teldoc The online consults used by Teldoc have pulled out with a decision made to move to e-consults, ultimately moving forward to digital. This should avoid the 08:00 telephone long waits. PPG to be kept updated via communications throughout, as well as patients. The process will involve patients being channelled more efficiently from the outset and is part of the Government drive to improve practices. There will be some artificial intelligence (AI) involved. The PPG will be notified prior to roll out. A number of members highlighted that currently the numbering within the system shows that some callers were moving further away from being answered i.e. moving from 7th in the queue to 11th etc. A long discussion followed regarding appointments. It was also highlighted that the signage within Malinsee surgery was confusing with the Covid clinic signage being mistaken for general appointments.</p>	<p>PPG to be kept updated (Teldoc)</p> <p>Telephone call system to be checked (EE)</p> <p>Signage at Malinsee to be reviewed (EE)</p>
3	<p>Patient Survey Results Points were discussed and it was agreed that the e-consult should aid access to those working. There is an Urgent Care Centre/GP Out of Hours based at the Princess Royal Hospital, Telford located via the same access door as A&E, which is available when there are no appointments left within the surgery framework.</p>	

4	<p>Social Prescribing</p> <p>It was explained that this is a National Movement to best help patients who do not always need medical help. The service links with many other agencies, including Age UK, social services, hospital social workers etc. Teldoc have adapted the system to best suit their patient population. Patients may need assistance to obtain aid to achieve their independence or mobility aids within their home. Teldoc PCN has a dedicated team of 6 Social Prescribers with a range of diverse skills. Patients can be referred to the service by the call centre handlers or clinicians or can self-refer via the Teldoc website.</p> <p>PPG members were asked to suggest this option to patients should they be asked.</p> <p>To date approximately 90 referrals a month are dealt with. This relates to patients of all ages (not only the elderly).</p> <p>Teldoc are linking with Age UK for technology support for patients, as Teldoc becomes more online based.</p> <p>There is a link to a You Tube video on the website.</p>	
5	<p>Leegomery/Hadley Surgeries</p> <p>IC clarified that the properties require updating, there is a limitation of room availability with no additional funding for either staff or estates. Therefore provision of services will remain at the maximum level available.</p>	
6	<p>Any Other Business</p> <p>a Physician Associates</p> <p>Concern was raised by a member of the PPG regarding the terminology used during a consultation, which was felt to be unprofessional. It was advised in order to be able to investigate and provide feedback to the clinician, concerns should be raised via the proper channels.</p> <p>b Disconnect between GP and A&E department</p> <p>GP's receive a short discharge summary from the A&E department, rarely are results recorded on this and GP's have limited access to hospital results. Insufficient time in both GP practice and A&E departments together with funding allows for GP/hospital consultant meeting/discussion.</p>	<p>Patient experience feedback to be left via Teldoc website</p>

Next meeting: 24th July 2024