

TELDOC

Patient Participation Group (PPG)

Meeting: Wednesday 23rd July 2025

Meeting Notes/Actions

<u>Attendees:</u>	Kathryn Mitchell (Chair)	PPG Chairperson	KM
	Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
	Jonathan Lyster Clayton	PPG Member	JC
	Klair Goodier	PPG Member	KG
	Stephen Griffin	PPG Member	SG
	Tally Chahal	Patient Experience Lead & PA (Teldoc)	TC
	Terence Hewitt	PPG Member	TH
	Tom Brettell	PCN Digital & Transformation Lead, (Teldoc)	TBr
<u>Apologies:</u>	Donna Williams	PPG Member	DW
	Dr Chan	Chairman & Medical Director (Teldoc)	IC
	Isabella Hodgetts	PPG Member	IH
	Nicola Barnes	PPG Member	NB
	Sharon B	PPG Member	SB

Item	Subject	Action
1.	Informal catch up PPG members.	None
2.	All were welcomed to the meeting and apologies provided.	None
3.	<u>Role of Patient Experience Lead</u> To ensure patients receive high quality and compassionate care. Feedback from patients is presented at the quarterly Quality Governance Assurance meetings. PPG Chair's are invited to these meetings where we look at trends etc in more detail. Patients are encouraged to get in touch with the practice to feedback any positive or negative experiences so that we can continually work together to help improve our services.	None
4.	<u>Online Access Update</u> Teldoc are working on online access and digital tools whilst looking at themes and continuously trying to improve. Almost 1 year since Health Co-Pilot (HCP) was implemented. Changed provider of service which will link various currently separate systems together into a single dashboard. Patients should not notice any changes other than an improvement in the service. New service by Anima, uses Artificial Intelligence (AI) with appropriate safeguards. Anticipate for switch over to occur mid August. Looking to improve support for patients unable to use or access the online tool. The biggest change will be our Social Prescribers will be able to offer support for patients struggling to use this tool. Telford & Wrekin council are a one of the key partners. They have partnered with Capgemini who are releasing some of their staff to act as digital support for our patients. Keen to support patients to use the NHS app. Teldoc are investigating why at times the app does not confirm the exact site of the appointment and just says Teldoc.	TB and PPG to provide feedback on new Anima service at next meeting
5.	<u>Health Co-Pilot (HCP); Appointments reached capacity</u> Hopeful the new system will overcome some of these issues. Limitations of Klinik (existing HCP) are linked to these issues.	

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	<p>E.g. we do not get flexibility for how much capacity we have at certain times of the day. The new system will allow us to phase capacity which should lessen the need to submit HCP's at 8am. Recent data does not show much evidence of patients not being contacted the same day they complete the HCP.</p> <p>Practices nationally keep a waiting list for routine appointments. This may be something we need to explore at some point.</p>	
6.	<p><u>Teldoc Update</u></p> <p>There was a thorough CQC inspection over 2 days across the sites. Patient thanked for taking the time to speak with the CQC. Teldoc are always trying to improve.</p> <p>GP Patient Survey results were published on the 10th July. Teldoc can do better but patients' overall satisfaction improved at 47% when compared to 41% from 2024.</p> <p>Teldoc will be working to identify patients who would benefit from continuity from a clinical perspective.</p> <p>In autumn, the PPG Patient Surveys will be sent via text message link as we received a better response using this method last year.</p>	<p>EE to send results to KM.</p> <p>KM to share with the PPG</p>
7.	<p><u>Mental Health</u></p> <p>GDPR and safeguarding concerns were raised. Patient care cannot be discussed with a family member without the patients consent. However, if there are concerns regarding the patients capacity or wellbeing, the family would be put in touch with the Social Prescribing team. This would be dealt with on a case by case basis.</p> <p>Anima has an inbuilt easy referral system for clinicians and staff to use. This will directly sign post to support areas such as this both locally and nationally.</p> <p>Teldoc recognised a need for mental health support for patients a few years ago and employed a Mental Health Nurse.</p>	
8.	<p><u>Any Other Business</u></p> <p>Manslaughter etc, practice is insured. Never known of this to happen here.</p> <p>Items to be included on the next agenda.</p>	
9.	<p>Next Meeting: 26th November 2025 at 18:45 – 20:00 at Euston House</p>	