

Shifnal & Priorslee

Patient Participation Group Meeting

Wednesday 8th November 2023, 18:15-19:30, Euston House

Meeting Notes/Actions

Attendees:

Paul Thomas (Chair)	PPG Chair	PT
Sue Mckie	PPG Vice Chair	SM
Dr. Ian Chan	GP Partner (Teldoc)	IC
Dr. Rashpal Bhachu	GP Partner (Teldoc)	RB
Dr.Ziko	Lead GP S&P	MZ
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Hilary Norbury	PPG Member	HN
Louse Glover	PPG Member	LG
Alison Jackson	PPG Member	AJ
Elizabeth J Stevens	PPG Member	JS
Tom Brettell	PCN Digital & Transformation Lead (Teldoc)	TB
Trevor Tarran	PPG member Shifnal Town Council (STC)	TT

MinuteTaker:

Sue McKie	PPG Member	SM
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ITEM	SUBJECT	ACTION
1.	Welcome, Introductions & Apologies: PT welcomed everyone to the meeting and advised that he had received the following apologies: Joseph Mascarenhas (PPG Member), Mark Patterson (PPG Member), Paul Jones (PPG Member), Rachel Ashworth (PPG Member), Lisa Parkes (PPG Member), Joyce Greaves (PPG Member), Ann Phillips (PPG Member), Neil Pulker (PPG Member). Reminder of the PPG Objectives: Members were reminded of the principal objective to provide constructive support to help the practice improve their services. Personal issues should not be raised at the meeting.	
2.	Minutes of the last meeting These were approved as a true and accurate record, there were no matters arising.	
3.	Update on actions from last meeting: - Progress on new surgery The building is now 98% complete. IT to be installed followed by hardware 2-3 weeks later. However, the surgery cannot open until drainage issues are resolved with the 'estate' developer as the road and infrastructure have not yet been adopted by Shropshire Council. The additional build cost is also being discussed with the Integrated Care Board (ICB) and, longer term. should the drainage issue not be resolved quickly this will incur significant interest	

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	charges – the worst-case scenario is that the bank could foreclose. TT advised of a similar situation with the housing developer with respect to pedestrian access and associated safety issues several years after ‘completion’ of the development. STC are holding 6 weekly meetings with SCC regarding the completion/adoption who are discussing with Vistry (the developer). The Shifnal surgery, which is no longer Infection Prevention compliant and is considered unsafe. will close 15th December when the lease expires. With delays to the new surgery, the only contingency will be to use the Priorslee surgery, reducing ‘clinical capacity’ by 50% although it is anticipated that acute services can be maintained. - Priorslee Surgery Capacity A new surgery, ‘subject to marketing’ was included in the Section 106 Agreement for the 1100 home Miller development. Proposals have been submitted to the developer to meet the significant expansion within Priorslee. AJ reminded the group about difficulties in securing the current site for the Shifnal surgery. In the initial planning stage, a petition was raised objecting to the first site identified. - Terms of Reference These were previously circulated, accepted by the PPG and the Practice and signed by PT and EE on behalf of the PPG/Practice. PT reminded the Group of the importance of the confidentiality of all discussions which take place at PPG meetings. - New Website TB advised that the website is now live and is still work in progress. Issues raised at the last meeting have been addressed and that any corrections will be actioned quickly. Feedback to PT to make any future changes. - Patient Survey: 110 copies were issued at the last meeting to those members who agreed to participate but some were unclear on how these should be completed. SM reported receiving 25 completed copies to date, most being completed at Malinslee Flu/Covid clinics. As these clinics are now almost finished, it was agreed that more members would take forms to complete at the Priorslee surgery where copies will also be available at reception. PT also requested an electronic copy to distribute to PPG members. PT will also contact the participating members to determine how many have been completed. <i>Note that the survey period runs from October- end December</i> so all forms need to be completed by then. AJ advised that the ‘Love Shifnal’ event would be a good opportunity to have a stand advertising the PPG and distribute questionnaires.	Action: TT to raise with STC. PT, EE PT EE/ PT
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4.	eConsult eConsult is a form-based online consultation & triage platform that collects a medical or administrative request and sends it through to the Practice to triage. IC reported that a new service provider is being evaluated which could be accessed via the website or by contacting the practice in the usual way. Appointments will be triaged by the practice clinicians to make access more equitable and is aimed at minor ailments. The new system, which will also be available as an app, will filter out patients that don't need to be seen and identify clinical need rather than clinical want. It was noted that digital inclusion needs to be considered. Progress to be updated at the next meeting. PPG members were also requested to support this development with constructive suggestions.	PPG/ Practice
5.	Social Prescribing (SP) TB introduced SP to the group with a video presentation. Social prescribing is a means of enabling GPs, nurses and other health and care professionals to refer people to a range of local, non-clinical services. This is a national programme delivered via Primary Care Networks (PCNs) using care co-ordinators and care navigators. Access can be via self-referral, clinical referral, call centre teams or referrals via a number of agencies e.g., GP's, nurses, CAB, Job Centre, groups and other partner agencies. PPG members were requested to 'spread the word' to make patients aware of this service. The aim of SP is to connect patients to activities and groups to improve their health. The practice currently sees c20 patients per month but could see more if awareness was raised. Although there is no direct funding to pay for the services, the Practice receive funding to employ a Social Prescriber and a care co-ordinator and have a directory of services to which they can refer.	PPG members
6.	Any Other Business An issue relating to incorrect and conflicting information being provided by practice staff was raised. It was advised that this should be reported to the practice directly in order for them to review the details and action as required.	
7.	Next Meeting: Wednesday 14^h February 2023, 18:15-19:30, Euston House	

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