

Shifnal & Priorslee Medical Practice

Patient Participation Group Meeting

Wednesday 14th August 2024, 18:15-19:30,

Shifnal & Priorslee Medical Practice, Shifnal.

Meeting Notes/Actions

Attendees:		
Paul Thomas (Chair)	PPG Chair	PT
Dr Ian Chan	Medical Director (Teldoc)	IC
Dr Rashpal Bhachu	GP Partner (Teldoc)	RB
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Louise Glover	PPG Member	LG
Joyce Greaves	PPG Member	JG
Ann Phillips	PPG Member	AP
Trevor Tarran	PPG Member	TT
Neil Pulker	PPG Member	NP
Gill Riggott	PPG Member	GR
Hilary Norbury	PPG Member	HN
Sarah Wheale-Smith	PPG Member	ASW
Amanda Dowd	PPG Member	AD
Kelly Lord	PPG Member	KL
Josephine Curtis	PPG Member	JC
Julian Benger	PPG Member	JB

Note Taker: Louise Glover

ITEM	SUBJECT	ACTION
	The meeting began with a tour of the new practice building which was much appreciated by members.	
1.	Welcome, Introductions & Apologies: PT welcomed everyone including new members to the meeting, introductions were made and advised that he had received the following apologies from PPG members: Sue McKie, Alison Jackson, Joseph Mascarenhas, Mark Patterson, Paul Jones, Lisa Parkes, Ann Phillips, Amelia Parsons, Tom Brettel, Elizabeth Stevens. PT reminded the group that the purpose of the meeting was to discuss practice business and not personal matters.	PT
2.	Minutes of the last meeting 8th May 2024 These were approved as a true and accurate record with sensitive and proprietary information redacted to ensure confidentiality. There were no matters arising. The minutes will be published on the website.	

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3.	Matters arising / Updates from previous meeting. Priorslee - New Surgery progress A site has been secured on the Miller Homes development. The footprint is slightly bigger than the Shifnal site. The lease on the current building expires in 2026.	
	New Website - comments A suggestion was made for “Pop Ups” to be available on phones – to be explored. Clarification given that the website should be interoperable on all sites.	Teldoc
4.	National Patient Survey presentation EE presented the response data. Of the 280 surveys sent out, 108 received back – 39%. One improvement identified was access via phone to the practice. Engagement strategy development to be explored.	Teldoc
5.	Health Co-Pilot Usage is increasing. Call vs online appointment request statistics progress to be reviewed at the next meeting. Suggestion made that the website should clearly show Health Co-Pilot as a priority to contact the practice, not a phone number.	EE Teldoc
6.	GP appointments Practice encouraged to share positive ‘news’. Negative comments on Facebook were noted. Pharmacy First The new national Pharmacy First service enables patients to directly access community pharmacies for care for 7 common conditions following defined clinical pathways. There was some confusion about how the scheme was working and which pharmacies were participating. Further clarification required.	Teldoc

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7.	PPG Group - New applicant requests Ninety new member applicants received. Agreed the group is large enough as it is. Also agreed that any existing members who do not respond to meeting invitations to attend to have membership removed.	PT
8.	Any other Business (AOB) NIL	
	Next Meeting: Wednesday November 13 th , 2024, 18:15-19:30, Shifnal Medical Practice, Haughton Rd, Shifnal, TF11 8DD	