Patient Participation Group Meeting

Wednesday 14th February 2024, 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
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	TT
Neil Pulker	PPG Member	NP
Gill Riggott	PPG Member	GR
Joyce Greaves	PPG Member	JG

Note Taker:

Sue McKie PPG Member SM

ITEM	SUBJECT	ACTION
1.	Welcome, Introductions & Apologies:	
	PT welcomed everyone to the meeting and advised that he had received the following apologies: Elaine Edwards, Joseph Mascarenhas (PPG Member), Mark Patterson (PPG Member), Paul Jones (PPG Member), Rachel Ashworth (PPG Member), Lisa Parkes (PPG Member), Ann Phillips (PPG Member), Amelia Parsons (PPG Member), Sweeya Khilji (PPG Member)	
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: - Shifnal surgery	
	The new surgery has now opened although further delays were caused by rising costs, funding issues and release. Although these have now been resolved, longer term, there will be a significant impact on costs which could impact services. This is further compounded by the uplift in the GMS contract by 1.9%. To ensure services are maintained, the practice are considering other funding opportunities including rental income from other services, independent of the practice. Various funding suggestions were also proposed by members such as a Go Fund Me page and company advertising. On a positive note, the new surgery has received favourable comments about its design, ambience and efficiency with the	

exception of bus services which have been withdrawn and over which the surgery has no control. Whilst it is not planned to have a formal, official, opening, it is possible that a low key event may be arranged at some stage.

It was also suggested that the PPG should be advertised on the TV screen in the surgery for information.

Teldoc

- Priorslee New Surgery

Plans for the new surgery on the Miller Homes site are progressing, a pre-application submitted although funding and timescales have yet to be identified. Access to the surgery will also need to be addressed although bus routing changes are planned within the Section106 Agreement.

New Website

It was agreed that this is now much improved. AJ commented that it would benefit from links to social media. NP asked if there were any statistics on the number of telephone consultations compared to online consultations. This led on to a discussion about e-consult (in the process of being replaced by a new provider) and how we can ensure that patients are made aware of it. Suggestions included the following:

- TV screen in the Surgery
- 'Love Shifnal' which has a Face Book page and an app advertising all that goes on in the town
- In and Around Magazine
- Priorslee Facebook page

The group were also informed that the Pharmacy First scheme can help free up GP appointments with consultations with Pharmacists and, only if appropriate, supply a restricted set of prescription only medicines without the need to visit a GP.

- Patient Survey

SM reported that she had only received 38 completed surveys of the 110 issued. This was a very disappointing return and therefore not statistically significant in terms of the results so should be treated with caution. There were quite a few gaps in responses and some were incorrectly completed. A summary had been prepared with some of the key findings, but it was noted that, given the way the questions in the survey were presented. the answers were very subjective. As the survey was produced nationally the practice advised that it had no influence on the format of the questions. IC advised that although the results may have limited use, the information could be compared with other national surveys. Survey results and summary to be shared with the PPG and Practice.

SM (attached)

	Matters arising	
	AJ raised the issue of the complaints procedure as she was dissatisfied with her recent experience. IC advised that all complaints and incidents are captured and reviewed at quarterly Quality Governance Assurance meetings and corrective action taken. It was agreed to investigate the individual case raised outside of the meeting.	IC
4.	eConsult (being replaced with a new provider)	
	PT asked if this service was operating well and was it reducing pressure on GPs.? IC advised that, although there had not yet been significant uptake, when the new service is introduced, following robust testing before rolling out, it is expected that it will result in a reduction in the typical Monday morning call surge and allow patients to request consultations through a triage system, via the website. There was further discussion on the use and benefits of the NHS and Patient Access Apps. Increasing use suggested that these were becoming the tool of choice and should be an agenda item at future PPG meetings. NP stated that communication is key and that people only use websites when they have an issue or problem. Advertising what services are available should be continuous. IC advised that bulk texting would be used to advertise the new website and services.	PT
5.	Any other Business (AOB) There was no AOB	
6.	Next Meeting: Wednesday May 8 th , 2024, 18:15-19:30, Euston House	

