

Shifnal & Priorslee

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
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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: 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	

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	– 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 8th, 2024, 18:15-19:30, Euston House	

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