

Shifnal & Priorslee

Patient Participation Group Meeting

Wednesday 8th May 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	Medical Director (Teldoc)	IC
Dr Ziko	GP (SPMP)	MZ
Dr Bhachu	GP Partner (Teldoc)	RB
Elaine Edwards	Director of Quality and Governance (Teldoc)	EE
Louise Glover	PPG Member	LG
Elizabeth J Stevens	PPG Member	EJS
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 from PPG members: Alison Jackson, Joseph Mascarenhas, Mark Patterson, Paul Jones, Lisa Parkes, Ann Phillips, Amelia Parsons and Hilary Norbury. PT reminded the group that the purpose of the meeting was to discuss practice business and not personal matters. It was agreed that it would be useful to re-issue the approved Terms of Reference.	PT
2.	Minutes of the last meeting These were approved as a true and accurate record with sensitive and proprietary information redacted to ensure confidentiality. There were no matters arising.	
3.	Matters arising / Updates from previous meeting. Shifnal surgery feedback Feedback received has been very positive. NP advised that he had written to the builders to compliment them on the building and its finish. Concern was expressed about the lack of privacy at reception if a patient needs to discuss sensitive information as conversations can be overheard by other patients. It was advised that, if the nature of the conversation requires some privacy, this could be arranged. The PPG members offered thanks to all the staff	

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	for their efforts in overcoming the obstacles which delayed the planned opening. Priorslee - New Surgery progress The pre- application has been submitted by the developer and land secured. Modifications to the developer's original proposal are in progress. New Website - comments The general consensus was that it is much improved. It was noted that the Health Co-Pilot was very visible on the opening web page. PT thanked TB for his support in promptly addressing improvements to the website.	
4.	Health Co-Pilot Members felt that the completion of the forms was onerous, with some patients reporting that, once completed, they are then asked to call for an appointment. The group were informed that there is still ongoing work to embed the system fully. EE reported that some patients are completing the form and also calling the surgery immediately afterwards. EJS advised that she had made local requests for feedback; some was mixed but also some positive feedback. Social Media sharing PT advised that information regarding the pilot was shared on the Priorslee Facebook page following some very negative comments regarding the surgery. Call statistics vs online appointment requests. TB reported that there had been c1000 Health Co-Pilot interactions in the last 5 -6 weeks, usage was slowly increasing and progress was being reviewed to determine how this can be further improved. It was noted that, as the call handlers were training, this could have resulted in the reported lengthy queuing times to answer calls and subsequent adaptation to the system.	
5.	Pharmacy First The new Pharmacy First service enables community pharmacies to complete care for 7 common conditions following defined clinical pathways. There was some confusion about how the scheme was working and which pharmacies were participating. Members were informed that once a pharmacy signed up to the scheme, they would receive a monthly fee and a payment per item dispensed. NP wondered if the seven conditions highlighted on the website were part of a national campaign? The practice staff were asked if more information could be included on the website and if the Medicines Management Team could identify participating pharmacies.	Teldoc

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	NHS and Patient Access apps. SM asked whether we needed both apps? Both apps hold similar information, although the NHS app has a message function and may supersede the Patient Access app as it will ultimately improve access to information and communication. Members were advised that, whilst (when signed up) access to retrospective information is not automatically available on the NHS app, it is available on the Patient Access app, if requested, and dependent on the sensitivity of the information.	
6.	Any other Business (AOB) Redefine purpose of the Group NP referred to the Practice staff giving up their time for PPG meetings, asked what the PPG could do to support the practice staff in return and if we needed to redefine our objectives? IC reported that, currently, the main concern was related to funding issues caused by a delay in signing off the lease by NHS England. It was noted that there was possibility of services being reduced if this was not quickly resolved. It was agreed that the PPG via PT would be kept apprised of any developments and if any support was required from PPG members this could be organised outside of the quarterly meeting. New Surgery PPG tour It was agreed that the next PPG meeting on the 14th of August would be held at the new surgery. Prescription supply service This is a commercial initiative by an independent provider. It was also noted that plans to have a dentist at the surgery (although not part of the Practice) were also progressing. Future agenda items It was considered that the PPG is not fully representative of the practice population. To be discussed with a view of increasing representation. Minute taker SM advised that she was not available for the August meeting and asked for a volunteer to take the minutes. LG kindly volunteered.	IC/PT/PPG
	Next Meeting: Wednesday August 14th, 2024, 18:15-19:30, Shifnal Medical Practice, Haughton Rd, Shifnal, TF11 8DD	

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