

# Shifnal & Priorslee

## Patient Participation Group Meeting

Wednesday 9<sup>th</sup> August 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 Paul Chandler	GP Partner (Teldoc)	PC
Dr Rashpal Bhachu	GP Partner (Teldoc)	RB
Ann Philips	PPG member	AP
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Gill Riggott	PPG Member	GR
Hilary Norbury	PPG Member	HN
Joyce Greaves	PPG member	JG
Michelle Wilson	PPG Member	MW
Neil Pulker	PPG member	NP
Nirvana Persad	GP Registrar (Teldoc)	NPe
Tom Brettell	PCN Digital & Transformation Lead (Teldoc)	TB
Trevor Tarran	PPG member	TT

#### Note Taker:

Tally Chahal	Personal Assistant (Teldoc)	TC
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ITEM	SUBJECT	ACTION
1.	<p><b>Welcome, Introductions &amp; Apologies:</b>                      Alison Jackson (PPG Member), Amelia Parsons (PPG Member), Elizabeth J. Stevens (PPG Member), Joseph Mascarenhas (PPG Member), Louise Glover (PPG Member), Mark Patterson (PPG Member), Paul Jones (PPG Member), Rachel Ashworth (PPG Member) and Sweeya Khilji (PPG Member).                      NPe (GP Registrar) welcomed to the group.                      NP confirmed he was representing himself and not the Parish Council.</p>	
2.	<p><b>Reminder of the PPG Objectives:</b>                      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.</p>	
3.	<p><b>Update on actions from last meeting:</b>                      · <b>Progress on new surgery</b>                      Anticipated completion and handover now expected end October /early November - brought forward from 2024. Transfer to and opening of the new surgery will depend on the limitations of, amongst things, IT infrastructure. No equipment will be transferred. Once the new surgery is fully prepared and opened, the current surgery will be closed.                      Pedestrian access/safety - the surgery have fulfilled their planning requirements but Vistry (the housing developer) have not. This is the subject of ongoing dialogue at senior level and pressure from various parties.</p>	

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	<p>• <b>Call statistics</b> Call statistics for June 2023 (attached) shows call volume and average wait time throughout the day for S&amp;P's 12000 patients with the traditional peak – a national issue - at 8am. There is no standard for wait time. PPG were requested to encourage patients to call at other times if their calls were not urgent. IC confirmed, that, subject to capacity and following triage, every effort would be made to accommodate urgent patients as soon as possible.</p> <p>• <b>Welcome message</b> Completed – now more welcoming.</p> <p>• <b>New website (separate agenda item)</b> Discussed under agenda item 6.</p> <p>• <b>Priorslee surgery capacity</b> Positive progress has been made with a developer to establish a new site in Priorslee. The outcome of the 'bid' is expected shortly. Whilst this was discussed in further detail at the meeting, PT reminded members that this information should remain confidential, as should all discussions, unless otherwise advised. Although specifically unrelated to this topic, confidentiality was discussed. <b>Action :</b> PT to update the PPG Terms of Reference, which includes reference to confidentiality, and distribute for signature.</p>	PT
4.	<p><b>Patient Survey:</b> Copies of the GP survey were distributed. The objective is to provide a snapshot of patient perception of the services provided by the practice. PPG volunteers (see below) to request patients complete the questionnaire during visits to Malinslee (flu and vaccination clinics) and surgeries <b>Oct-Dec 2023</b>. Electronic surveys to be considered to supplement hard copies in future.</p> <p><b>Action:</b> Teldoc to provide identification badges for PPG members when on site speaking to patients.</p> <p>PPG volunteers to complete questionnaires:</p> <ul style="list-style-type: none"> <li>• AP, GR, JG, MW, NP, SM, TT and RA.</li> </ul> <p>Data Analysis :</p> <ul style="list-style-type: none"> <li>• SM and MW to populate spreadsheet with results – complete report by early March.</li> </ul>	TC
5.	<p><b>New surgery access:</b> Discussed under agenda item 3 (progress on new surgery).</p>	
6.	<p><b>Website consolidated feedback:</b> PT expressed disappointment at the very limited feedback received. SM reported the general consensus - user friendly. and a significant improvement.</p>	

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	<p><b>Suggestions made by the PPG:</b></p> <ol style="list-style-type: none"> <li>1. Include new surgery news.</li> <li>2. There is a site map and symptoms list but it would be helpful if they were in alphabetical order (some lists are alphabetical).</li> <li>3. Searching for smoking cessation and weight loss but the site links to national websites which show no support services locally.</li> <li>4. Vaccinations - mentions flu and Covid but not Shingles.</li> <li>5. Expectation of tests required at various ages?</li> <li>6. More information regarding menopause. List under women's health or search bar.</li> <li>7. Online consult asks for nominated GP's name but most patients are unsure who this is. Practice evaluating.</li> <li>8. Note - PPG meetings are quarterly.</li> <li>9. Priorslee surgery photograph to be added.</li> <li>10. Concern how 'older' patients might use the site.</li> <li>11. Testing the FB link / replicating latest news.</li> <li>12. Include search facility.</li> </ol> <p><b>Action:</b> Teldoc IT to review and consolidate feedback provided via the demo website form. IT team were thanked for their efforts in creating the new website.</p>	IT
7.	<p><b>Meeting minutes – agreement on revised format:</b> Group agreed with the format of condensed minutes and that the agenda should align with the minutes. Agenda to include:</p> <ul style="list-style-type: none"> <li>• “Matters arising” – this will added under ‘Update on actions from last meeting’.</li> <li>• “Any other business”. PT reminded the group that, prior to the agenda being prepared, members are always requested to provide details of any items requested to be added. It is rare to receive any response. <b>Action:</b> PPG</li> </ul>	PPG
8.	<p><b>Any Other Business:</b> Group were thanked for their support and requested to extend an invitation to patients who may be interested in joining the PPG.</p>	
9.	<p><b>Next Meeting:</b> Wednesday 8<sup>th</sup> November 2023, 18:15-19:30, Euston House</p>	

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