

Shifnal & Priorslee

Patient Participation Group Meeting

Wednesday 19th February 2025, 18:15-19:30, Shifnal Surgery

Meeting Notes/Actions

Attendees:

Paul Thomas (Chair)	PPG Chair	PT
Sue Mckie	PPG Vice Chair	SM
Dr Ian Chan	Medical Director (Teldoc)	IC
Joyce Glover	PPG Member	LG
Jayne Stevens	PPG Member	JS
Tom Brettell	PCN Digital & Transformation Lead (Teldoc)	TB
Ann Phillips	PPG Member	AP
Neil Pulker	PPG Member	NP
Gill Riggott	PPG Member	GR
Joyce Greaves	PPG Member	JG
Hilary Norbury	PPG member	HN
Amanda Dowd	PPG member	AD
Jo Curtis	PPG Member	JC
Joe Mascarenhas	PPG Member	JM
Julian Bengé	PPG member	JB
Trevor Tarran	PPG member	TT
Note Taker:		
Sue McKie	PPG Member	SM

ITEM	SUBJECT	ACTION
1.	Welcome, Introductions & Apologies: PT welcomed everyone to the meeting and advised Dr Bhachu would be joining the meeting remotely and that the following apologies had been received from PPG members: Alison Jackson, Mark Patterson, Paul Jones, Lisa Parkes, Sarah Weale-Smith and Kelly Wright-Lord PT reminded the group of the need to respect confidentiality due to the sensitive nature of some issues.	
2.	Minutes of the last meeting Approved. Two versions of the minutes were produced – PPG members only; redacted website version.	

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3.	Matters arising / Updates from previous meeting. • Shifnal Surgery update Some positive progress with the ICB. Priorslee - New Surgery progress Current surgery lease expires July 2026. Miller Homes planning application includes provision for a 350m2 surgery – smaller than the existing surgery. Minimum required for ICB to consider funding 1050m2. Parking also an issue. Multiple objections to the proposal on the planning portal. Miller Homes to engage with the LPA to provide an acceptable design proposal. • Website update, PPG meeting, date/locations, minutes, GPs TB advised that most of this information has now been added to the website. Further updates to be completed to ensure the website is up to date. – limited by resources. Agreed 12 months PPG minutes to be added and GP's names. Further suggestions to be provided to PT. • PPG Patient Survey – collation and reporting. Survey issued by text Dec 2024. Response rate 6.5% - not representative of the practice population. PT converted Excel data to PowerPoint presentation - to be circulated with these minutes – review at next meeting. Responses were similar to the previous paper survey for 2023/24. The use of focus groups to obtain some richer data was endorsed by some members of the PPG.	RB PT/TB Members PT
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4.	Health Co-Pilot (HCP) statistics, update HCP appointments/ telephone appointment requests approx. 50/50 – generally positive feedback – issue raised when all appointments have been booked, HCP cannot be completed. TB to review if/how this can be resolved.	TB/PT
5.	Teldoc structure, Shifnal and Priorslee (part of Teldoc PCN) PPG arrangements Teldoc is a single 'super' practice with 6 sites and 1 management board. In 2020 the S&PMP GPs retired. Teldoc took over the management. S&PMP is not a formal partner; it is only 'managed' by Teldoc and has a separate contract. Teldoc has 9 partners. Patients can be seen at any of the 6 sites. S&PMP patients cannot be seen at Teldoc practices.	
6.	Role of GPs and business – question from JM JM advised the group of his experience on PPGs. The discussion digressed. It was agreed to continue this discussion at the next meeting if appropriate.	PT
7.	Any other Business (AOB) PT had received an agenda item from Alison Jackson (AJ) regarding inconsistencies with the menopause pathway, out of date advice and a request to become involved in a revamp of the service which has not been followed up. Further details are required for IC to follow up. SM noted that she would be unavailable for the next meeting and asked for a volunteer to take the minutes. LG agreed to be the minute taker.	IC/AJ
8.	Next Meeting: Wednesday 14 th May 2025, 18:15-19:30, Shifnal Medical Practice, Haughton Rd, Shifnal, TF11 8DD	