

TELDOC

Virtual Patient Participation Group

Wednesday 8th December 2021, 18:00-20:00, Microsoft Teams

Meeting Notes/Actions

Attendees:

Elaine Edwards (Chair) Director of Quality & Governance (Teldoc)	EE
Anthony Woods PPG Member	AW
Pat Smart PPG Member	PM

Note Taker:

Tally Chahal Personal Assistant (Teldoc)	TC
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ITEM	SUBJECT	ACTION
1.	<p>Apologies:</p> <ul style="list-style-type: none">• Ian Chan, Chairman & Medical Director (Teldoc)• Rashpal Bhachu, Vice Chairman & Director of Operations (Teldoc)• Tania Holt, PPG Member• Doreen Elliott, PPG Member• Julia Poole, PPG Member• David Poole, PPG Member	
2.	<p>Virtual PPG:</p> <p>Lynn Cawley (Chief Officer, Healthwatch Shropshire) has been invited to the next PPG to give the group an insight into the role of Healthwatch and what they are doing to support individuals to have a voice across health and social care. She will give advice on establishing patient participation groups.</p> <p>It would be helpful to Teldoc if the PPG could conduct a survey as it gives a degree of independence from management of practice. This would help a wider range of patients understand more about Teldoc. Some patients do not realise they are part of Teldoc and still think they are with independent practices. There is misinformation where some patients think Teldoc is a commercial organisation when in actual fact it is just a merger of 3 practices. For now we can utilise the Teldoc website to get our messages across. Once it is safe to do so, PPG could distribute paper newsletters again.</p> <p>A lot of patients can be helped over the phone but of course if they need to be seen they would be brought in for a face to face appointment. We have social prescribers that work with the practice now as we are aware social issues can become a medical problem, which is why we also have a mental health nurse as part of the Teldoc team.</p>	
3.	<p>Election of Chairperson, Vice Chairperson and Secretary:</p> <p>An email will be sent to the group outlining the roles in more detail including the process to put your names forward for the positions.</p>	

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	<p>Those interested are to contact teldoc.ppg@nhs.net by Monday 31st January 2021.</p> <p>At the next PPG those that have expressed an interest will be asked to give the group a brief summary on why they would be suitable for this role.</p>	
4.	<p>Any Other Business:</p> <p>The next PPG is planned for Wednesday 9th February 2021 (18:00 – 20:00) at Euston House but depending on government guidelines we may have to make this a virtual meeting. A confirmation email will be sent out closer to the meeting date.</p>	
5.	<p>Next Meeting: Euston House, Wednesday 9th February 2022, 18:00 – 20:00</p>	