

TELDOC

Patient Participation Group Meeting

Wednesday 10th November 2021, 18:00-20:00, Euston House

Meeting Notes/Actions

Attendees:

Ian Chan (Chair)	Chairman & Medical Director (Teldoc)	IC
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Rashpal Bhachu	V/Chairman & Director of Operations (Teldoc)	RB
Anthony Woods	PPG Member	AW
Donna Williams	PPG Member	DW
Kathryn Mitchell	PPG Member	KM
Tania Holt	PPG Member	TH
Doreen Elliott	PPG Member	DE
Brenda Yarnold	PPG Member	BY
Julia Poole	PPG Member	JP
David Poole	PPG Member	DP
Gordon Allison	PPG Member	GA
Janice Allison	PPG Member	JA

Note Taker:

Tally Chahal	Personal Assistant Teldoc	TC
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ITEM	SUBJECT	ACTION
1.	Apologies & Introduction: Attendees were all welcomed to the group and thanked for their attendance.	
2.	Teldoc Background: IC provided the group with a brief background on the history of Teldoc. Teldoc was originally 3 practices (Lawley, Oakengates, Trinity) over 9 different sites which emerged into a single practice in 2017. Trinity made up 6 of these sites. We are all working hard to ensure every site is working together as one. Some changes are often not visible to patients such as our call centre (Euston House) which is where all of our call handlers are. Our call handlers were grouped into one building to ensure our service is consistent and beneficial to our patients. We want to genuinely improve the journey for all patients over all age groups. There has been some negative feedback on social media and in the press recently for which we showed Lucy Allan (MP for Telford) all the data we had to refute some of the misconceptions regarding Teldoc. We have a patient engagement programme to work towards dispelling some of these misconceptions to improve our patient journey and to also help our staff. Aggression towards our staff has increased over the pandemic as some patients are upset they are unable to book face to face appointments on the same day. The work this group do and suggestions brought forward will be	

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	<p>helping to influence staff at Teldoc so that we can make a difference.</p> <p>The group agreed these meetings would be to discuss generic issues that could help Teldoc as a whole and was not the forum to raise personal concerns.</p>	
3.	<p>Terms of Reference: A hard copy of the Terms of Reference was distributed to the group to take away and read. If there are any queries, the PPG are welcome to email these to teldoc.ppg@nhs.net</p> <p>Our ToR have been adopted from the “Patient Participation Groups, A Guide to setting up and developing your PPG, April 2021” written by The Patients Association.</p>	
4.	<p>Virtual PPG: This would be an alternative way to provide easy online access to those that are unable to attend these meetings in person. We would use Microsoft teams.</p>	
5.	<p>Election of Chair Person: Following resignation from PPG Chair Christine Choudhary, the group were asked to consider if they would like to put themselves forward for the role. The group agreed for the interim the PPG Secretary would be Tally Chahal to provide administrative support from Teldoc. Further information on the Chairperson role will be emailed to the group.</p> <p>As the first task for the PPG, EE would like a patient satisfaction survey to be conducted to see what is going well and what issues people are having. For this to be PPG led would add credibility. We are aware our national GP patient survey is not very positive and we need to improve this.</p> <p>A lot of patients are unaware of our opening times and that we are open 365 days a year (possibly the only place that is offering this). We are working at full capacity where we actually have more clinical staff than rooms but by luck due to people being on leave we have rooms available for them to use. We have our own physiotherapists, mental health workers and social prescribing team.</p> <p>Any feedback is welcomed albeit positive or negative so that we know which areas we need to improve on. As a practice we have an ambition to be the best in the country but we cannot do this without the PPG’s support. Almost a third of Telford’s population are part of Teldoc.</p> <p>When we have had specialist clinicians attending PPG to explain what they do, it was suggested videos could be uploaded onto our website for those that were unable to attend the meeting?</p>	

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	<p>The group suggested when patients are given feedback on test results that a little more information would be beneficial and appreciated by patients.</p> <p>It was also suggested we display how many unattended appointments there were. However, as most patients now prefer the telephone consultations we have noticed we do not have that many missed appointments anymore.</p>	
6.	<p>Any Other Business: The group were given a tour of Euston House and were shown the call centre. We have no patients visiting this site at all.</p> <p>The group queried if we had figures to show patients how many calls we received at different times of the day. This would help patients understand better why certain times of the day are harder to get through to the call centre than others. Although a national issue, Teldoc may have a solution to this but are unable to share any information at this moment in time.</p> <p><u>Shifnal & Priorslee</u> – They have joined Teldoc PCN (Primary Care Network) but they are still stand alone surgeries and have their own patients and lists.</p> <p><u>Flu and covid vaccinations</u> – These are delivered as a PCN from Malinslee. We have received really positive feedback from patients regarding our vaccination clinics.</p>	
7.	<p>Next Meeting: Virtual PPG, Wednesday 8th December 2021, 18:00 – 20:00</p>	