

TELDOC

Patient Participation Group Meeting

Wednesday 18th September 2019, 12.30-2.30pm, Oakengates

Meeting Notes/Actions

Attendees: Ian Chan (Chair, IC), Brenda Yarnold (BY), Elaine Edwards (EE), Josie Meadows (JM).

Note Taker: Elaine Edwards (EE)

Part 1 (12.30 – 1.30pm)		
ITEM	SUBJECT	ACTION
1.	Apologies: Christine Choudhury (CC)	
2.	Teldoc Update: <i>Estates Rationalisation</i> IC reiterated that there would be genuine benefits for patients with our new call centre. He gave reassurance that there would be no staff redundancies and that Teldoc would be recruiting further. Proposed closure of 3 smaller sites. This has been approved in principle by PCCC, CCG and HOSC. We are currently awaiting the outcome.	
3.	Online Access <i>Access App</i> Promote the use of the app to patients. <i>IT Project (RVS, Age UK, Teldoc)</i> EE mentioned that we were exploring a suitable project that would benefit our patients.	
4.	AOB BY mentioned Breath Easy Telford COPD. IC explained about Integrated Care Pathways. EE advised the group that our care navigator would be aware of all community support services.	

Part 2 (1.30 – 2.30pm)

Next Meeting: Wednesday 16th October, 12.30-1.30pm, Oakengates (conference room)