

TELDOC

Patient Participation Group Meeting

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

Meeting Notes/Actions

Attendees: Elaine Edwards (EE - Chair), Dr. Rashpal Bhachu (RB) and Soei Meadows (SM)

Note Taker: Tally Chahal (TC)

Part 1 (12.30 – 1.30pm)

ITEM	SUBJECT	ACTION
1.	Apologies: Christine Choudhary (CC), Tania Holt (TH) and Toni Haines (TH).	
2.	Teldoc Update: RB updated that we are concentrating on winter care as the demand is increasing. We have our Same Day access Hub which has been good. This has been so successful that we have had to recruit more staff and we are now developing a slightly smaller hub in Lawley. In response to SM's query on who is in charge of the Madeley practice, RB confirmed there was no one specific as we consider all our sites to be part of Teldoc. We do however have GP site leads. We have a new female salaried GP starting in January who will have at least 3 days a week at Madeley. Two other female salaried GPs already do sessions at Madeley. If patients phoned in and needed someone to visit them at home we have a team who carry out the home visits up to 6.00pm. Teldoc have been working on a lot of developments but at this point in time we are focusing on getting through the winter period. Teldoc are most likely the only practice in TW who can say we have been open 365 days this year, including Christmas day, Boxing day and New Year's day. RB also reminded that we also see other practices patients when they are closed through Extended Hours. If you were to call your surgery (Teldoc and non Teldoc) on a weekend, your number will be automatically diverted to the Teldoc call centre. Our call centre is open seven days a week from 08:00 – 20:00.	
3.	CQC: We expect CQC will visit sometime in January 2020.	
4.	GP Patient Survey: The survey will be continued for another few weeks to try and gather some more responses.	

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5.	Any Other Business: SM sent apologies for January's meeting.	
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Part 2 (1.30 – 2.30pm)

Next Meeting: Wednesday 15th January, 18:30-20:30, Oakengates (Conference Room)