

TELDOC

Patient Participation Group Meeting

Wednesday 20th November 2019, 12.30-2.30pm, Malinslee

Meeting Notes/Actions

Attendees: Christine Choudhury (Chair, CC), Elaine Edwards (EE), Soei Meadows (SM), Toni Haines (TH) and Dr. Rashpal Bachu (RB)

Note Taker: Tally Chahal (TC)

Part 1 (12.30 – 1.30pm)

ITEM	SUBJECT	ACTION
1.	Apologies: Brenda Yarnold (BY), Doreen Elliott (DE) and Tania Holt (TaH).	
2.	Teldoc Update: RB mentioned a slight problem regarding our hub. The hub has been so successful we have expanded it to 5 days a week and grown it in size. However, it has grown so much that there are patients who would have usually called a year ago but now go straight to A&E. We want to capture these people and show that it is faster to come to us than go to A&E. From last Sunday, if you had called from 8.30am or 4.00pm you would have been given an appointment on that day. Both Mondays we had 40 acute appointments empty. We are trying to change to 9.30am and will book them from the night before to stop people going to A&E. We will try to split the hub to have the North hub at Oakengates and to have the South hub at Malinslee. We need to promote that there are appointments on the day that can be used and also that this is not a walk in centre. We have had at least 4-5 appointments this morning that went empty. The appointments are evenly spread out throughout the day. Christmas evening until 2 days after and New Years day we had no pre bookable appointments. We are putting on 2 or 30 extra weekend clinics so patients can get appointments if they need them. We want patients to know between Christmas and New Years and then 2 nd Jan we have increased acute care capacity. We also offer on the weekend an extended access service. If there are any appointments on the day which no one has used, these can be offered to patients that call in. There are appointments available on Saturday and Sundays which are not guaranteed but we make patients aware we have them should they need a weekend appointment. Action: EE and RB to advertise on Teldoc website acute care on weekends. We are trying to help people understand that they do not necessarily have to see a doctor for their appointments it just needs to be a professional person.	EE/RB

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3.	<p>PPG Leaflet: These have now been printed and dropped off at each Teldoc site.</p> <p>The leaflets have been promoted on all screens around Teldoc and laminated posters have been put up on noticeboards.</p>	
4.	<p>Next Meeting: The Public Consultation meeting took place in the summer and there were quite a few attendees who do not attend PPG. As requested by them, CC promised she would look at having an evening PPG meeting on a quarterly basis for those that are unable to attend during the day. Quite a few people that came that don't go to PPG. CC promised she would look into us having a PPG meeting in the eve on a quarterly basis. The next evening meeting will be held on: Wednesday 15th January from 18:30-20:30 in the Oakengates Medical Centre.</p> <p>Action: EE to order banners for PPG to use when they are on Teldoc sites promoting PPG meetings and anything Teldoc require assistance with. A banner will be ordered for Oakengates, Malinslee and Lawley.</p>	EE
5.	<p>Any Other Business: In the new year we will try to get an event where we advertise the new nurse joining Teldoc.</p> <p>Action: IT to be asked to add a training video for the online access system to the website as the PPG feel this would be beneficial for patients.</p> <p>The patient survey which is a rerun of the old GP national survey will be rolled out in December. We are very keen to do our own survey pre CQC to demonstrate we are trying to seek our patients views. Clinicians will be asked to hand these out to patients. PPG agreed to show their presence at Teldoc sites to help promote these.</p> <p>In the first 2 weeks of December, the PPG will help to distribute as many patient surveys as they can with the aim to have these returned by Friday 13th December.</p> <p>CC was concerned she has been unable to get in touch with John and Pat to ask if they would like to join the PPG.</p>	RB

Part 2 (1.30 – 2.30pm)

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