

# Shifnal & Priorslee

## Patient Participation Group Meeting

Wednesday 11<sup>th</sup> May 2023, 18:15-19:30, Euston House

### Meeting Notes/Actions

#### Attendees:

Paul Thomas (Chair)	PPG Chairperson	PT
Dr Ian Chan	GP Partner (Teldoc)	IC
Dr Paul Chandler	GP Partner (Teldoc)	PC
Dr Rashpal Bhachu	GP Partner (Teldoc)	RB
Alison Jackson	PPG member	AJ
Ann Philips	PPG member	AP
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Elizabeth J. Stevens	PPG member	EJS
Joyce Greaves	PPG member	JG
Neil Pulker	PPG member	NP
Rachel Ashworth	PPG Member	RA
Sue Mckie	PPG member	SM
Tom Brettell	PCN Digital & Transformation Lead (Teldoc)	TB
Trevor Tarran	PPG member	TT
Victoria Stokes	Patient Experience Lead (Teldoc)	VS

#### Note Taker:

Tally Chahal	Personal Assistant (Teldoc)	TC
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ITEM	SUBJECT	ACTION
1.	<p><b>Welcome, Introductions &amp; Apologies:</b> Amelia Parsons (PPG Member), Gill Riggott (PPG Member), Hilary Norbury (PPG Member), Joseph Mascarenhas (PPG Member), Lisa Parkes (PPG Member), Louise Glover (PPG Member), Mark Patterson (PPG Member), Michelle Wilson (PPG Member), Paul Jones (PPG Member), Sweeya Khilji (PPG Member) and Trevor Tarran (PPG Member).</p> <p>Group were reminded the objective of all PPG's is to have a constructive dialogue with the practice to help continue to approve services for patients.</p>	
2.	<p><b>Update on actions from last meeting:</b></p> <ul style="list-style-type: none"><li>- <b>Progress on new surgery</b> Design illustrations displayed. Completion date end October 2023 and services provided remain unchanged. As expenses have significantly increased, the Practice will focus on core contractual obligations until funding is available to invest in additional services. A private dentist, not part of the Practice, will be located on site.</li><li>- <b>Call statistics</b> Unavailable for the meeting. <b>Action:</b> Call statistics data to be brought to the next meeting.</li></ul>	EE



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	<p><b>- Minutes- considered comprehensive but too detailed – members to discuss.</b> Some PPG members felt the minutes were too comprehensive and could be simplified.</p> <p>As most of the PPG were not in attendance at this meeting, the group agreed to vote at the next meeting. Note. These minutes have been simplified by the Chair as a suggested basis for the future meetings.</p> <p><b>Action:</b> At the next PPG, agree if minutes should be simplified as above.</p> <p><b>- Priorslee surgery capacity</b> The Practice is currently evaluating opportunities to expand capacity but no further information is available at this stage.</p>	PPG
5.	<p><b>Meeting schedule:</b> These meetings are held quarterly (4 times a year).</p>	
6.	<p><b>Any Other Business:</b> None.</p>	
7.	<p><b>Next Meeting:</b> Wednesday 9<sup>th</sup> August 2023, 18:15-19:30, Euston House</p>	