

Patient Participation Group Meeting

Date: - 10.06.2022

Attendees present:

PPG Members

Marion Law, Chairman
Lisa Parkes
Val Davies
Anne Furlong
Alison Jackson
Trevor Tarran, Town Council representative
Mark Patterson
Ann Phillips
Joyce Greaves
Neil Pulker
Barbara Beresford
Paul Thomas

Practice staff

Dr Bhachu
Trish Hall – Operational Lead
Dr Ian Chan - Teldoc Chairman
Sam Pascall – Reception Team Lead
Vicky Stokes – Patient Engagement Lead
Zhu

Apologies:

Dr Paul Chandler – Shifnal & Priorslee Partner/Lead

Minutes:

1. Last meeting held on the 21/02/2021
2. **New Build Progress:** - Dr Bhachu informed members of the PPG the new build will progress by early August, the build should hopefully get under way around that time. Members of the PPG expressed concerns over the new build delays which Dr Bhachu reassured the meeting attendees that everything was in hand and the red tape often causes delays which is out of their control. Questions were asked about Retaining land around the build and Dr Bhachu explained this is being retained and in future, plans may be instigated but not detailed plans available at this point in will depend on services/contracts required by NHS. In terms of management of the construction, Dr Bhachu explained in detail that they are awaiting the final paperwork from the CCG, everything has been approved and all money ready to be exchanged. Time scale of construction – informed 52 weeks build program (just over a year to build without any unforeseen delays). PPG asked if this information of the new build was confidential- PPG informed it is not confidential, PPG expressed that they had info before on new build but appears nothing has been done, expressed that there should be no concern, as just awaiting final paperwork and process, due diligence etc.
3. Teldoc Board Members: It was asked who the board members are at Teldoc and about the relationship of the Shifnal & Priorslee practice and Teldoc, Dr Paul Chandler is the partner GP for the S&P practice not all board member info is relevant but available on the Teldoc website, Dr Chan is the Teldoc Chairman, Dr Bhachu is the vice Chair and there are other doctors that are board members supporting Shifnal & Priorslee.
4. It was expressed by the group that they feel the website needs updating with communications. The response from the practice was, there is a page for updates about the new build and other bulletins and flashes these are used as communication feeds when necessary. Any new build info will be added to the website when its available and things change/move forward.

5. Trish Hall explained the incoming patient and professional calls were moved to the Teldoc ICNIC (Integrated Care Navigation Centre) the PPG was informed of the relationship with Teldoc at the last PPG meeting by Dr Paul Candler, at Priorslee and what the additional support and services that Teldoc supply for Shifnal & Priorslee are, i.e., centralisation of work, staffing capacity support and clinical services resources, GP's, Clinicians etc. PPG raised that there was no detailed comms about the Teldoc partnership and what this entailed and meant for the community. The practice discussed with the PPG members about improving communications and would look at arranging separate meetings to discuss and look at ideas and improvements. Not all information is relevant or useful for patients and specific beneficial info needs to be publicised.
6. **It was raised that Comms to patients via Facebook may be an option** and useful, the practice agreed this could be explored, Teldoc is present on social media but acknowledged this is not Shifnal & Priorslee MP specific. This method of communication is effective and reaches patients which use it, multiple options for comms is inclusive and this will be looked at with the PPG.
7. **It was raised that there were call queues at times** and some patients were being cut off, patients had complained on social media and some directly to the practice via the complaints process about calling in numerous times and the call wait length was unacceptable, this is investigated when patients complain, it was explained the calls being cut off was an telephony fault which happened over a few hours one morning and is the exception, it was also explained that all complaints are investigated and all calls can be traced to see the bigger picture of how many times a patient for example has called and waiting times, we also monitor capacity, staffing and call volumes, targets etc to ensure we are providing the best service levels possible, staffing has been a challenge in recent months and attrition can be high, sickness absences effect ability to deliver service at times especially with Covid isolation etc but the service has and will continue to improve now a larger team is available to support with better trained staff and support available. There are improvements being made to staffing which has a positive impact on attrition and retention of staff which is an ongoing process.
8. **It was raised that reception are not booking appointments**, Reception staff onsite do not book same day appointments the call centre specifically use these to ensure they are used well for the type of patient appointment and to ensure capacity is used well as its finite balance, on site reception staff can book all other appointments. This works very well and ensures capacity for appointments are used effectively.
9. **Dr Chan explained the relationship of S&P and Teldoc.** Dr Chan explained Shifnal & Priorslee is a sister practice to Teldoc however this means we are part of the organisation which brings many benefits a stand-alone practice does not have access to. Dr Bhachu explained about the capacity in resourcing clinicians by being a part of Teldoc, since lockdown there was a decrease in GP's nationally however the support Teldoc offers to S&P has increased capacity at S&P, from April 2021 clinicians have increased, this is a fluid situation with leavers and new starters sickness and absences etc. Education is needed about what type of clinician patients should see as seeing a doctor is not always the right option, this was covered in the last meeting, the governments are working on improving the situation with supply and demand of GP's and nursing staff nationally.
10. **GP pictures on the website** – It was raised that there are no GP pictures on the website, this is a choice of the practice and currently the policy is not to have pictures on the website, many other practices are the same. Anonymity is also the choice of the individual and there are some aspects that mean privacy of staff is important in primary care setting.
11. **Comms about Saturday clinics** – it was queried about weekend clinics and communications they were available, the response from the practice was that there are extended hours and clinics are often put on last minute depending on resource however they are booked into by the calls centre and reception staff when appointments are needed for people and fully utilised.

12. **Concerns about growth in population** – It was raised that there is a concern about the building projects at Priorslee and Shifnal and a considerable increase in population, it was explained that this is reduced by people that leave the area/practice and that capacity is monitored in terms of patient list size and appointments that are needed and resourcing for this, it is a continuous challenge due to doctor shortages and other operational challenges however the Teldoc support does allow for extra support and locums are used, this is not currently an issue for the practice.

13. **Bus service has stopped, difficulties for patients to get the practice** – The bus service has stopped which has caused some patients issues getting around and to the practice, where this impacts the elderly often and some other impaired patients. The practice responded that there are some options we can use in terms of transportation, and this will be suggested and we try to offer appointments at the most convenient practice, this isn't always possible, we are looking at making services where they currently aren't available at both sites available, i.e Spirometry clinics, this will help with trying to provide the nearest option for patients, again this isn't always feasible. There is a transport service available for hospital appointments (if patients qualify) is the CCG Non-emergency medical Transport service, for hospital appointments only.

14. **Increase PPG membership** – It was discussed how is this to be achieved, recruiting a wider demographic of members across the community, have different meeting times and locations, maybe virtual meetings and specific discussions around specific cohorts and patient groups may be helpful, advertising on social media and other options, meetings to discuss and plan this further to be arranged, - Communications to be created reaching out to patients to come to the PPG meetings and join to be completed soon.

The meeting was closed and a date to be agreed for the next quarterly meeting, likely to be in the Autumn.