

Shifnal & Priorslee

Patient Participation Group Meeting

Monday 7th November 2022, 12:30-14:00, Building next to the fire station in Shifnal

Meeting Notes/Actions

Attendees:

| | | |
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| Paul Thomas | PPG Interim Chairman | PT |
| Neil Pulker | PPG member | NP |
| Paul Jones | PPG member | PT |
| Ann Philips | PPG member | AP |
| Joyce Greaves | PPG member | JG |
| Trevor Taron | PPG member | TT |
| Gill Riggot | PPG member | GR |
| Alison Jackson | PPG member | AJ |
| Sue Mckie | PPG member | SM |
| Paul Chandler | GP Partner | PC |
| Trish Hall | Operational Lead | TH |

Note Taker:

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| Sam Pascall | FOH Lead | SP |
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| ITEM | SUBJECT | ACTION |
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| 1. | Apologies & Introductions: Apologies were given by PT on behalf of other PPG members. | |
| 2. | Update from GP Practice: PC explained there is a national shortage of GPs. PC notified the PPG of the newly appointed clinical staff and explained Dr. Wheelhouse is becoming a trainer for the new GP's and reassured this would not affect the clinics she has. Update on the new Shifnal surgery- good news, the area has been cordoned off now, ready for the build to start, a cabin/ security has been put up already, - delay due to the current climate with development and financial increases but everything has been signed off, reassured no changes/cutbacks, 53-week build- this will be circulated on the website. | |
| 3. | PPG Concerns: X2 GP's have left S&P. Continuity with the same GP, PC-TH explained by law all patients must have a named GP for administration purposes and communications with health providers as a GP must be named on letters etc, although this does not mean you only see that GP. Communications are sent out to patients when a named GP changes. Call queues- TH explained the call queues are better now they are answered by the call centre, PT agreed. PT explained a need for better communications with patients, lack of media published- PPG social media page? Need more communications from the surgery for this to happen. | |

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| 4. | <p>Other agenda items: PT asked for the ratio of face-to-face appointments vs telephone consultations, also DNA statistics, call stats, TH said she would gather the information.</p> <p>Expectations from the new surgery- PPG members asking would there be any specialist health services, benefits, PC explained about ICS/ICB-contracts.</p> | TH |
| 5. | <p>Patient's feedback, suggestions, and comments: AJ asked questions about women's health and menopause support. PC advised that specific training for clinicians had been scheduled for December.</p> <p>PPG member raised a concern about fewer F2F appointments than telephone calls - PC explained patients have a choice- members explained this is not communicated.</p> | |
| 6. | <p>Any Other Business: PT mentioned concerns regarding the Arriva bus service in Priorslee for patients</p> <p>PPG members explained Transport service available for patients — Shifnal shuttle and the town's community car service available for patients.</p> | |
| 7. | <p>Next Meeting: February 2023 PPG to agree date, time and location.</p> | |