

# TELDOC

## Patient Participation Group (PPG)

Meeting: Wednesday 25<sup>th</sup> March 2026

18:45 – 20:00

### Meeting Notes

#### Attendees:

Kathryn Mitchell (Chair)	PPG Chairperson	KM
Dr Ian Chan	Chairman & Medical Director (Teldoc)	IC
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Jonathan Lyster Clayton	PPG Member	JC
Mark Ralphs	PPG Member	MR
Tally Chahal	Patient Experience Lead & PA (Teldoc)	TC
Tracey Bennet	PPG Member	TB
Tom Brettell	PCN Digital & Transformation Lead (Teldoc)	TBr

#### Apologies:

Donna Williams	PPG Member	DW
Jazz Kaur	PPG Member	JK
Nicola Barnes	PPG Member	NB

**Informal catch up:** PPG members only.

- 1. Apologies & Introductions:** All were welcomed to the meeting and apologies provided.
- 2. Teldoc Update:** The practice is progressing well with partners in the neighbourhood (including the council) and are starting with the most deprived area, Malinslee. We are working with the ICB to drive this agenda forward.

The latest GP contract changes have been imposed by NHS England for general practices. Although it seems patients with urgent needs will be seen the same day this is not true as this is not explicitly defined in the contract. These are some of the constraints that every GP is facing. Whilst demand is rising, we have no increase in funding, estates etc but we are managing the best we can.

- 3. Online Access Update:** The PPG were shown some of the work the practice is doing to support patients potentially at risk to be excluded or accessing support. The practice is working with the National Digital Inclusion Network. The group were shown national statistics around digital exclusion. The number of people living below what the government believes is digital standard is quite a lot. For example, 31% of adults do not have access to health services online. Over 31,000 of our patients have registered to use the NHS app. The practice offers a range of support to our patients including drop-in sessions or prebooked slots with our Social Prescribing Team. We are working towards training some of our front of house and call handlers to become NHS app ambassadors. We are working with system work-devices, and are looking to make redundant machinery from hospitals available for the local community.  
The practice recently became a data hub with the Good Things Foundation. We have a supply of sim cards which we can give to our patients struggling to get online at our discretion. We can work with local authorities to get a device for these patients that may not have one. A bid has been submitted by the local authority for a pool of devices. PPG were encouraged to get in touch with the practice if they were aware of any patients that were struggling and may benefit from the support of our in-house Social Prescribing team.

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- 4. Patient Survey:** KM presented the PPG's analysis of the patient surveys, that DW had worked hard to produce. In summary, it seems once patients obtain their appointment they were overall satisfied with their experiences. The consensus seems to be some patients are quite negative before they start. If access was improved for patients, there would be a smoother transition from the start.

KM was pleased that the automated messages whilst in the call queue, are now more informative. Giving patients more detail on alternative options to phoning.

The practice still has a significant rush at 8am where patients are contacting the call centre. Digital support has recently been introduced to help alleviate this and hopefully reduce call waiting times. It is mandated in the contract that the practice must provide online access and equity of online access to our patients. .

MR queried staffing numbers at the call centre and a discussion followed regarding the huge demand from patients and that regardless of the number of call handlers demand can never be totally met.

- 5. Patient First Group:** On behalf of the PPG, JLC kindly volunteers to attend the Telford Patients First (TPF) to help support patients in the Teldoc area. The Terms of Reference were shared with the group. Although there is an increase of properties being built, there are not enough doctors. There are currently no plans for any expansions to existing surgeries.

- 6. Any Other Business:** None.

**Next Meeting:** Wednesday 22<sup>nd</sup> July 2026, 18:45-20:00, Euston House