

Wednesday, 22 July 2026

Teldoc patient participation group

Meeting notes

Attendees:

Ian Chan
Elaine Edwards
Tom Brettell
Emily Lewis-Adams
Kathryn Mitchell PPG
Jazz Kaur PPG
Jonathan Lyster Clayton PPG

Apologies:

Mark Ralphs
Donna Williams

Informal catch up PPG members only

1. Apologies and introductions
2. Emily provided a detailed view of how the Health copilot forms are triaged by teams of staff, with clinicians on site at all times during the day to triage forms. 92% of the 3500-5000 HCP forms submitted weekly are responded to on the same day. The remaining forms are dealt with asap and are mostly admin requests such as "fit notes". It is important to understand that any phone calls made to the care navigation centre complete the identical HCP form. It is therefore much quicker to contact Teldoc via a HCP form than phoning.
3. Social prescribing update: The team continues to provide assistance to patients on a wide range of issues and can be contacted directly by patients, contact details are on the website.
4. WaitLess app: This is a new app to help patients decide which minor injuries unit to attend. It shows the travel time from your location and how many patients are waiting to be seen. Easy to use app worth having on your phone.
5. NHS health check: This is a free health screening available to those aged 40-74 that do not have any pre-existing conditions. It can help to spot early signs of heart disease, diabetes, kidney disease, stroke and dementia. Teldoc patients that think they are due for a health check can contact the practice to arrange an appointment.

Next meeting Wednesday 25th November 2026