



## did you know?

**Who are we?** The PPG are volunteers that meet to feedback patient experience and aim to help improve the service for patients. Please visit our webpage for more information on us and dates for our next meeting; [www.teldoc.org/patient-participation-group](http://www.teldoc.org/patient-participation-group)

**Covid Vaccinations** 98,800+ vaccinations have been given to date. [www.teldoc.org/get-vaccinated](http://www.teldoc.org/get-vaccinated)

**Spring Booster** From now until Friday 30<sup>th</sup> June 2023, over 75's are eligible for this booster. For more information or to book, please refer to clinics advertised on our website, or use our walk in service, national booking service, 'grab a jab' or ring 119.

### GP Partners

Dr Bhachu	Dr Chan
Dr Chandler	Dr Karthikeyan
Dr Darcy	Dr Engelberts
Dr Gabinet	Dr Gowda
Dr Lau	Dr Shenoy

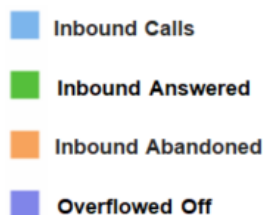
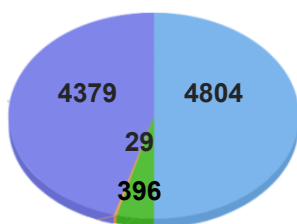
### Salaried GP's

Dr Alpatov	Dr Banjoko
Dr Kodz-Gibb	Dr Krasaukiene

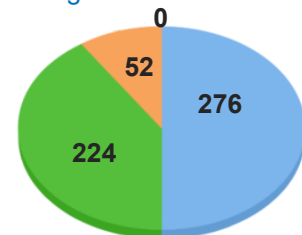
**Cancelled Appointments** Please call the call centre (0330 053 6456), use the Patient access app, the NHS app or via the appointment confirmation text you would have received.

**Appointments Line** Both graphs below show incoming call statistics to the Teldoc appointments line on 11<sup>th</sup> April 2023. This data shows the influx of calls we received first thing in the morning (between 8:00am-10:00am) compared to later in the morning (11:00am-1:00pm). When calling, if your call does not get through straight away, please wait and try a few minutes later. Repeatedly pressing redial can impact the call centre systems ability to answer calls. Patients are kindly asked to not call between 8:00am-10:00am if their call is not urgent.

Incoming calls 8:00am-10:00am



Incoming calls 11:00am-1:00pm



**NHS App** Use this app to make or cancel appointments and to order repeat prescriptions. You can now use this app to see your medical records including test results.

**Patient Access App** This can be used for repeat prescriptions, booking or cancelling appointments. Please ask reception for more information.

**Repeat Prescriptions** To order a repeat prescription please use the NHS or Patient Access Apps or use contact details below to get in touch with POD. Call POD: 01952 580350  
Email: [tw.pod@nhs.net](mailto:tw.pod@nhs.net)

**Online Consult** Complete the online form for things such as sick notes/ admin and general queries/health advice.

**Pharmacy Team** Clinical pharmacists in GP surgeries play a crucial role in improving patient care and medication management. They conduct medication reviews, offer prescribing support, provide patient education, monitor adherence, and collaborate with the healthcare team. Their expertise enhances medication safety and treatment outcomes, contributing to overall healthcare quality. Patients can request to speak/see a member of the pharmacy team.

### Opening Hours

**Monday - Friday:** 8:00am – 8:00pm  
**Saturday:** 8:00am – 5:00pm  
**Sunday:** Closed

### Enhanced Access

**Monday - Friday:** 6:30pm – 8:00pm  
**Saturday:** 8:00am – 5:00pm

**New website** Our new and improved website for Teldoc has now been launched. This was trialled with the PPG before rolling out to the public.

<https://www.teldoc.org/>

### Useful websites

[www.ageuk.org.uk/information-advice/money-legal/cost-of-living/healthwatchtelfordandwrekin.co.uk](http://www.ageuk.org.uk/information-advice/money-legal/cost-of-living/healthwatchtelfordandwrekin.co.uk)

For cost of living support, mental health or financial support please refer to [www.telford.gov.uk](http://www.telford.gov.uk) guides.

### Current Vacancies

[www.jobs.nhs.uk](http://www.jobs.nhs.uk)

**Missed Appointments** In April 2023, Teldoc had 710 DNA (Did Not Attend) appointments. 63 of these were patients with multiple DNA's. If you're unable to attend an appointment, please kindly call Teldoc or use one of the app's mentioned above to reschedule or cancel.

**Contacting Us** We would like for our PPG to cover a broad spectrum of our patients to be truly representative. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups. If you would like to become a member or would like more information, please contact at us [teldoc.ppg@nhs.net](mailto:teldoc.ppg@nhs.net)