

TELDOC

Patient Participation Group (PPG)

Meeting Wednesday 26th November 2025
19:00-20:00

Meeting Notes

Attendees;

Kathryn Mitchell.	PPG Chairperson.	KM
Elaine Edwards.	Director of Quality & Governance (Teldoc).	EE
Ian Chan.	Chairman & Medical Director (Teldoc)	IC
Jonathan Lyster Clayton.	PPG member	JC

Apologies;

Donna Williams	PPG member
Klair Goodier.	“
Mark Ralphs	“
Tracey Bennett.	“
Stephen Griffin.	“
Tom Brettell.	Teldoc
Tally Chahal.	“

1. Informal catch up PPG members
2. All were welcomed to meeting, apologies given as lots of last minute apologies had been received due to illness.
3. Teldoc update: IC reported that the new version of HCP is an ongoing and evolving system that is being updated and adjusted to better meet patient needs. Funding for General practices is being reviewed by the Government, and this may mean that in future funding might be distributed in a different way, hopefully better meeting the needs of Teldoc. The Teldoc catchment area covers a lot of areas with high levels of deprivation, but the present funding system does not recognise this.
4. Health Co- Pilot: JC raised the issue of patients still requesting appointments in person at a surgery, and risking those patients being angry with reception if they were redirected to HCP. EE explained that some appointments can be booked directly with reception (such as nurse and HCA appointments) Also some patients with certain conditions or an inability to either phone or use HCP are able to go into a surgery and book with reception. It was pointed out that reception still have to complete a HCP and it takes time, so they can't complete HCP forms for too many patients each day. There is an ongoing program to improve digital access, texts are being sent out to encourage those interested to attend sessions at the surgeries. PPG members are encouraged to attend some sessions to talk to patients about HCP and NHS app.
5. Pharmacy: KM enquired about the procedure for requesting an alternative prescription (due to allergy or medicine out of stock etc) IC explained that a patient should contact the practice via HCP and the request is sent to the Teldoc pharmacy team for them to process. However, there can be a delay if team members are absent. EE noted that since the PODS (prescription ordering direct service) had been discontinued there was additional work for the pharmacy team at the moment assisting patients that had used that service adjust to different methods of ordering repeat prescriptions. Hopefully as more use NHS app to order this will improve. A session to show how to use the NHS app is being held on 28th November in Malinslee with more planned in future.
6. Newsletter: KM will liaise with TC and PPG members to put a list of ideas together for a newsletter to be sent out to patients via text link.

7. Future PPG meetings: It was decided to continue with 4 monthly meetings. IC suggested that should anything arise that the practice would like the PPG to discuss or help with, an additional interim meeting could always be arranged.
8. PPG Patient survey: EE reported the patient survey used last year had been adjusted. A copy of the survey will be sent for KM to check on behalf of the PPG before it is sent out to patients via text link.
9. Any other Business: EE/IC expressed concern about the latest Government initiative to “Reduce the 8am rush for appointments” and could mean practices would have to hold a waiting list for appointments, this is something General Practices have never done before. So now when there are no available routine appointments for staff to offer, a patient must be added to a waiting list, each day more will be added. Discussion was held and we all agreed this will cause more work for Teldoc staff to administer and not provide any benefit to patients. Teldoc have raised their concerns with the ICB (integrated care board) and plan to monitor the system and will report back to PPG at next meeting. KM will be raising the new system with Telford’s MP Shaun Davies to express concern on behalf of all Teldoc patients.

Next meeting: **Wednesday 25th March 2026 Euston House 18.45-20.00**