Wednesday 25th November 2026

Teldoc patient participation group

Meeting notes

Attendees:
Elaine Edwards
Tom Brettell

Kathryn Mitchell PPG
Nicky Barnes PPG
Mark Ralphs PPG
Tracey Bennett PPG

Apologies:
Jonathan Lyster Clayton
Ingrid Ault

Informal catch up PPG members only

1. Apologies and introductions

2. EE outlined the early Neighbourhood work which has commenced in Malinslee. This involves closer integration with other services to provide a more holistic approach to the delivery of patient care. Eventually, the work will be expanded across the whole practice.

3. Social prescribing update: TB provided an overview of the varied role the social prescribing team play within Teldoc. The team will soon be involved in providing support from the Telford College skills centre in the Town Centre.

4. Future PPG meetings: a discussion about encouraging more patients to attend PPG meetings and if it would be better at a different time or day. The conclusion was evenings suited those that work and we will carry on holding meetings every 4 months.

5. Teldoc had approximately 52,300 patients at the start of 2026 and this number is always fluctuating.

6. Complaints received regarding staff are a relatively small percentage of the overall workload for the complaints handlers. All complaints are investigated by appropriate line manager, with a supportive approach and any learning identified. The attitude of younger reception staff was mentioned, but after discussion it was acknowledged that the role of receptionist is a difficult one and a steep learning curve for newer staff who are mentored, and receive training before working on the reception desk dealing with patients. The fact that on occasion Police may need be called when reception are faced with aggressive patients was noted as an example of the pressures receptionists face.

7. Website: TB showed examples of the new simplified website that will be in place soon. The PPG agreed to test out the new website and provide feedback.

8. Malinslee move walking group: EE asked whether PPG members would be interested in setting up a walking group next spring. PPG members present felt if it could be held at 6pm that would allow those that work to join in. KM to ask wider PPG members if they would like to volunteer to help launch a walking group.

9. Health co pilot feedback given by PPG but the latest software provider is not as willing to change things and so there is nothing Teldoc can do to alter the online form unless the software provider is running an update across all UK practices that it supports.

Next meeting Wednesday 24th March 2027 18.45-20.00