

TELDOC NEWSLETTER



www.teldoc.org

Spring Edition 2019

Welcome to the Spring Edition of the Teldoc Newsletter

Weekend and Evening Clinic Appointments

Extended access appointments are available Monday to Friday 8.00am - 8.30am and 6.30pm - 8.00pm.

These appointments can be booked by calling **01952 661190** between the hours 10.00am - 5.00pm Monday to Friday.

Appointments are also available on weekends and bank holidays. These appointments can be booked by calling **0333 222 6649**.

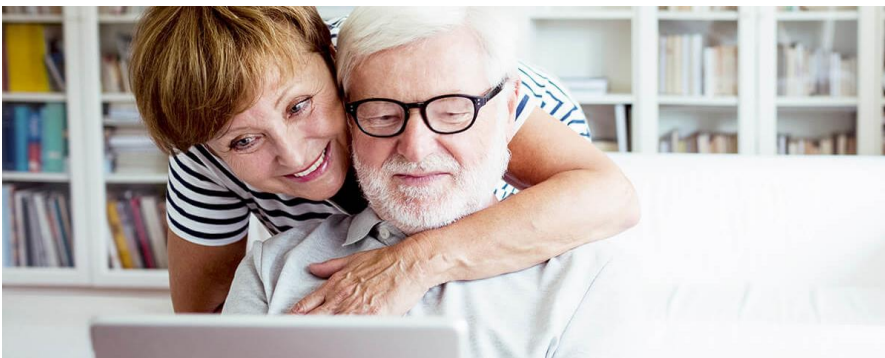


Multi-Site Access - Should we be unable to offer you an appointment at your preferred site/time we are now able to offer appointments at an alternative site within Teldoc. We hope this will enable us to more effectively meet your needs. Please ask our front of house staff and call handlers for further information.

Patient Access

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well.

Being able to see your record online might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.



The service is open **24/7, 365** days of the year and can be accessed from your home PC, Tablet or Mobile phone.

Register today by visiting
<https://www.teldoc.org/about-patient-access>

Bank Holidays

In the next couple of months we will be closed on the following bank holidays:

- **Friday, 19th April:** Good Friday
- **Monday 22 April:** Easter Monday
- **Monday, 6 May:** May Day
- **Monday, 27th May** Spring Bank Holiday

The surgeries will open the next working day.

Travel Vaccinations Forms

Please ensure you complete the form as soon as you are aware that you are travelling. Forms are available at reception in all sites which need to be completed before booking with a Practice Nurse for travel vaccinations.

TELDOC PATIENT PARTICIPATION GROUP

Have your say

The TELDOC Patient Participation Group (PPG) has been working in the present format since TELDOC was established.

The aim of the PPG is to strengthen the relationship between the Practice and the patients and to assist the Practice in continuing to improve its provision of Healthcare. It aims to ensure that patients are at the heart of decision making but not as a vehicle for the pursuit of individual issues, The PPG meets at the Oakengates Surgery on the third Wednesday of each month when we are joined by GPs and other Clinical Staff.

Members regularly take part in activities to inform and make patients aware of services provided at the surgeries. You may have seen some of us at Flu Clinics and other Open days to gather patient feedback.

We are a friendly group and would love to welcome you. You can just turn up or you may wish to discuss it with myself or a member of staff.



The meetings are informal and you will be encouraged to identify opportunities to improve the patient experience.

SEE YOU ON 17TH APRIL 2019 when amongst other things we shall be discussing the Call Centre.

Christine Choudhary (Chair)

Email: christinechoudhary@hotmail.co.uk Tel: 01952 501256

Friends & Family Test - If you have had a recent interaction with the surgery please rate us on 'how likely you would be to recommend us to your friends and family'. You can also leave comments on your recent experiences. You can find these short surveys either in surgery or by visiting <https://teldoc.org/friends-family-test/>

MJOG Smart



MJog Messenger is designed as a health messaging app for patients and is used by thousands of GPs across the UK to deliver health information, health advice and access to specialist online health services which have been recommended by your GP. MJog Smart provides a secure, two way digital messaging service to the [MJog Messenger App](#), delivering rich engaging health information between Teldoc and patients. You can download from the [App Store](#) or [Google Play](#) (depending on whether you have an iPhone or Android phone):

Cryotherapy Clinic

Please note we unfortunately we no longer hold a cryotherapy clinic at any of the Teldoc clinics. Please enquire at the pharmacy for alternative options.

New Clinical Staff

We would like to welcome our new Advanced Nurse Practitioners Tracey Brown and Sarah Orr. Also, our Paramedic Samantha West.