

PATIENT PARTICIPATION GROUP

I hope everyone is enjoying the warm weather and looking forward to some time away from work and chores.

The last two years have been a very busy time at Teldoc but an exciting one. Have you heard about some of the changes?

- The planned **Care Navigation Centre** to receive all patient calls, replacing the current call centre. Access to Teldoc will be improved as the number of call handlers to answer the calls will be further increased to enable much shorter waiting times.
- Access to GP appointments **365 days a year** commenced in January 2019 and will continue.
- Teldoc patients are able to access appointments at any of the sites

During the last two years the Patient Participation Group (PPG) has continued to meet with clinicians and administrative staff as critical friends. We feel that Teldoc has listened to our constructive feedback to work towards continual improvement of the service for us.

One of the questions asked by patients has been about prescribing 'Over the Counter Medicines' NHS England and TW CCG does not support the prescribing of medication that you can buy over the counter at a pharmacist or supermarket for minor illness, which anyone can treat at home with the right information. Previously, when you got these medicines on prescription it cost the NHS a lot of money. For minor illnesses, you can get the same advice from a pharmacist that you would from a GP. By reducing the cost of prescribing the NHS can use the money it saves on other things such as cancer treatment or mental health problems.



Some of the over the counter medicines are;

- Pain killers to treat mild pain, discomfort or fever
- Medicines to treat indigestion and constipation
- Medicines to treat colds and hay fever
- Vitamins and supplements
- Antifungal treatment for thrush

You can get more information from www.nhs.uk or pick up a leaflet at a surgery.

Teldoc have played their part and saved over **£31,000** in the last year.

I should like to thank all patients who have taken part in the PPG; we feel that Teldoc has listened and if you would like to join us you will be welcomed and views valued.

The next meeting will be on Wednesday 18th September, 12:30pm, Oakengates site.

Christine Choudhary - Chair.

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.

Bank Holidays

- In the next couple of months we will be closed on the following bank holiday: **Monday, 26th August**

Have you tried...

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>

The MJog Messenger is also available - Designed as a health messaging app for patients and used by thousands of GPs across the UK to deliver health information, health advice and access to specialist online health services. MJog Smart provides a secure, two way digital messaging service, delivering rich engaging health information between Teldoc and patients. You can download from the [App Store](#) or [Google Play](#)

Patient Engagement

Teldoc is undertaking an engagement with patients and other stakeholders such as local Councillors and neighbouring GP practices regarding the Site Reconfiguration and Improving Patient Access. The engagement period will end on 16th August 2019. The deadline for return of questionnaires is 5pm on Friday 16th August 2019.

- You can access the survey by visiting <https://nhs.researchfeedback.net/s.asp?k=156233835833> or visit our website <https://www.teldoc.org>
- Paper copies are also available at reception at all sites, if you wish to complete whilst you are in the practice.
- You can also complete a paper copy and post to any Teldoc site, or scan your completed survey and email to teldoc.enquiries@nhs.net

Please be assured that your feedback will be treated confidentially and will not be shared outside of the practice and the Clinical Commissioning Group. The anonymous results of the survey will be considered and Teldoc will consult with Telford and Wrekin CCG throughout the engagement process.

To view the FAQ from the Patient Engagement Meeting held on 24th July 2019 please visit
<https://www.teldoc.org/news/patient-engagement-faq>



Allied Health Professionals

You know what nurses do, and you're an expert on doctors – but did you know that the Allied Health Professions (AHPs) are the third largest workforce in the NHS? Allied Health Professionals are graduates who work as professionally autonomous practitioners, regulated by the Health and Care Professions Council (HCPC), some of these positions include Advanced Clinical Practitioners, Paramedics – who form our Home Visiting Team and Clinical Pharmacists.