



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

Covid Vaccinations 95,000+ vaccinations have been given to date.
www.teldoc.org/get-vaccinated

Flu Vaccine Patients over 50 are eligible for a flu vaccination. Please refer to our website or call 01952 661196 to book.

GP Partners

- Dr Bhachu (Board)
- Dr Chan (Board)
- Dr Chandler (Board)
- Dr Karthikeyan (Board)
- Dr Darcy
- Dr Engelberts
- Dr Gabinet
- Dr Gowda
- Dr Lau
- Dr Shenoy

Salaried GP's

- Dr Alpatov
- Dr Banjoko
- Dr Kodz-Gibb
- Dr Krasaukiene
- Dr Wong

did you know?

NHS App Use this app to make or cancel appointments and to order repeat prescriptions. As of the 1st November, you can 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

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

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

Opening Hours

Monday - Friday: 8:00am – 8:00pm
Saturday: 8:00am – 5:00pm
Sunday: Closed
Extended Hours
Monday - Friday: 6:30pm – 8:00pm
Saturday: 8:00am – 5:00pm

Future Plans for Teldoc

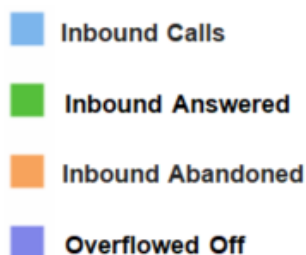
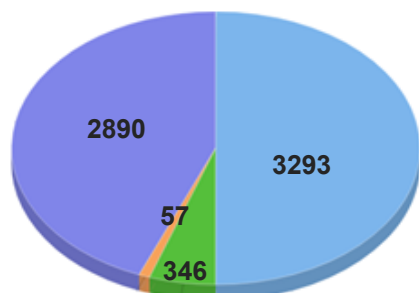
We will soon be introducing a new and improved website for Teldoc. Once developed, this will be trialled with the PPG before rolling out to the public.

Useful websites

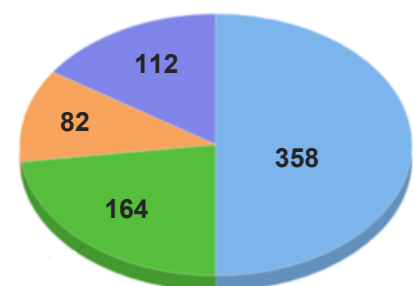
ageuk.org.uk/winterprep
healthwatchtelfordandwrekin.co.uk
 For cost of living support, mental health or financial support please refer to www.telford.gov.uk guides.

Appointments Line Both graphs below show incoming call statistics to the Teldoc appointments line on 10th October 2022. This data shows the influx of calls we received first thing in the morning (between 8:00am-10:00am) compared to a quieter period 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



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