

TELDOC NEWSLETTER



Welcome to our New Teldoc Newsletter

www.teldoc.org

Autumn 2018

New Teldoc Telephone Number

Telford and Wrekin CCG have recently installed new phone systems in all Telford GP Practices. You can also format text directly by using the other controls on the Home tab. For Teldoc, this will mean that we will eventually have a single

phone number. For now, most of our sites can be contacted by using the number below:

The new Teldoc telephone number is: **03300 536 456**
Lawley Practice phone number remains 01952 560011. We will inform you when this has changed.



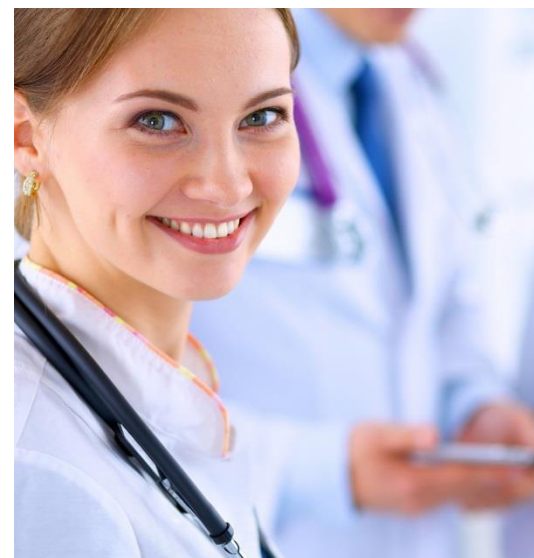
The new system will give us increased call capacity and provide a better experience for all patients. Trained Call Handlers will be able to help you with any queries or appointment.

Multisite Booking

What this means is that should we be unable to offer you an appointment at your preferred site or time, we are now able to offer appointments at one of our other 9 site within the Teldoc group. We hope this will enable us to be more effective in meeting your needs.

New Clinical Staff at Teldoc

We are gradually increasing our clinical workforce with other health professionals to support our GPs. This may mean that you will be offered an appointment with an Advanced Nurse Practitioner, Nurse Practitioner or Advanced Paramedic. These are highly skilled clinicians who are



PATIENT PARTICIPATION GROUP

Have your say

Do you want to have the opportunity to have a voice and get involved in the way our GP practice and health service is run?



Patient Participation Group

Our PPG objectives are to improve the patient experience by becoming involved and supporting and developing good working relationships with Teldoc GPs and staff. We are friendly welcoming group so come and join us. For further information, please contact the Chair of the PPG Christine Choudhary

christinechoudhary@hotmail.co.uk



Ticket Machine

Due to a suggestion from our patients Lawley and Oakengates are trialling a ticket machine in the waiting room. This means patients don't have to stand in the queue when booking an appointment in the morning, it also assists with patient confidentiality over being overheard at the reception. Please give the receptionist your views on this system.

Flu season has arrived. We are currently booking appointments for the flu vaccination. See below for this year's flu clinics. Please note Flu clinics will be booked by date to ensure full capacity is reached, once a clinic is full we will move on to the next clinic.

Oakengates

Saturday 29th September
Saturday 13th October
Saturday 27th October
Saturday 3rd November

Hadley

Saturday 29th September

Lawley

Saturday 29th September
Saturday 27th October
Saturday 3rd November

Malinslee

Saturday 29th September
Saturday 27th October

Aqueduct

Saturday 13th October

Leegomery

Saturday 13th October

Madeley

Saturday 13th October

Flu is a viral infection that attacks your respiratory system – your nose, throat and lungs. It is spread easily through coughing and sneezing. Typical flu symptoms include: the sudden appearance of high fever with chills, headache, aching muscles, weakness and sometimes a cough and sore throat. Many people confuse flu with a heavy cold; however, flu tends to be more severe than the common cold, Flu can make you feel very tired and you may find yourself sleeping or resting for the majority of the time that you don't feel well. The infection lasts for around seven days.

For most people, flu is an unpleasant illness, but it is not serious. However, some people are more likely to develop potentially serious complications of flu such as bronchitis and pneumonia. Free flu vaccination is offered on the NHS to these people to help protect them against flu and from developing serious complications.

You may be eligible for a free flu vaccination if you:

Are aged 65 years old

Are pregnant

Have certain medical conditions that mean you are 'at risk' group

Are aged 2, 3 and 4 years old

Flu vaccination is also recommended for people who look after others who may be at risk of flu.