

MGS MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP (PPG)

PPG NEWSLETTER • SEPTEMBER 2026

Keeping you informed • Improving access • Building our community

Welcome to our September PPG Newsletter

The MGS Medical Practice PPG works with patients and the practice team to improve services, communication and patient experience. This month we are sharing an important update about how our telephone requests will be managed and inviting you to our community FETE.

■ MEET ANDI – OUR NEW VIRTUAL CARE NAVIGATOR

From 17 September 2026, we will be trialling a new system called Andi, our Virtual Care Navigator, to help improve how we manage patient requests and phone calls.

Andi has been created by the same team behind Anima, which we already use for online triage.

What is Virtual Care Navigation?

When you call the surgery, instead of waiting in a call queue, you'll speak to Andi, our automated system. Andi will take down your request and pass it on to the right team, helping us get you the care or information you need faster and more efficiently.

Benefits for patients

- ✓ No more long call queues, especially at busy times like 8am
- ✓ Quick and easy way to submit your request
- ✓ Your query is sent straight to the right team

Benefits for the surgery

- ✓ Frees up staff time to focus on patient care
- ✓ Helps us manage requests more efficiently
- ✓ Reduces waiting times and phone line pressure

A quick note: Andi isn't a robotic-sounding voice — he sounds quite natural! This may feel a bit unusual at first, but rest assured, it's simply our automated system working behind the scenes to make things more efficient for everyone.

■ JOIN US FOR OUR COMMUNITY FETE

FRIDAY 2 OCTOBER 2026
2pm – 4pm

Bradley Practice
Wallace Road, Bradley, Bilston
WV14 8BW

Health • Community • Information • Fun for all!

Everyone is welcome. Come along, meet the practice team and find out more about the services and support available in our community.

What to expect:

- Meet the practice team
- Meet the Patient Participation Group (PPG)
- Meet other service providers
- Find out what is happening in primary care
- Stalls, light food and refreshments
- Fun activities and more!
- We are looking for more members to join our PPG

■ STRONGER TOGETHER FOR A HEALTHIER TOMORROW

We are accepting new patients living in the **WV14 and WV10 postcode areas** across our two practice sites — Bradley and Low Hill.

The fete is also an opportunity to talk to us about online services, how to register and use the NHS App, order prescriptions, book appointments and access other digital services.

Supporting our community

Any funds raised through the event will help towards creating a sensory garden at the practice for our patients and supporting organisations that provide cancer and dementia services.

■ FLU VACCINATIONS – AUTUMN 2026

Flu vaccination clinics are being arranged for eligible patients. Children and pregnant women are eligible from 1 September 2026, with other eligible cohorts from 1 October 2026. Please use the practice booking arrangements when invited or contact the practice if you need further information.

Bradley Practice
Wallace Road, Bradley, Bilston
WV14 8BW

Low Hill Practice
191 First Avenue, Wolverhampton
WV10 9SX

MGS Medical Practice | Caring for our community