



# St Thomas Medical Group

St Thomas

Exwick

Exeter University Student Health Centre

## **Patient Participation Group (PPG) Minutes of Meeting 17<sup>th</sup> January 2024**

### **Practice staff in attendance:**

Nina Smith – Deputy Practice Manager and PPG Coordinator

Dr Emma Green – GP Partner

**Attended by 4 patients.**

**Introduction by Nina Smith**

**Presentation by Nina Smith & SGJ**

### **Review of actions from previous minutes**

- On-going development of new practice website
- Promotion of awareness campaigns – On-going. TV Screens now up and running, so these can be utilised more.
- Linking in with other PPGs – Sue to present on this.
- NHS App Ambassadors – We have a few people expressing an interest in this, we will be looking at setting this up over the next couple of months.

### **COVID Boosters**

- Invites for the boosters have now gone out to the eligible patients (over 75 and/or immunocompromised).
- Weekend of vaccinations on 27<sup>th</sup> & 28<sup>th</sup> April, after this eligible patient's will be able to book via the National Booking Service.
- We have sent out over 2,000 invitations.

### **Accreditations**

- We are Veteran Friendly, Breastfeeding Friendly, and Dementia Friendly.
- We are working towards RCGP Active Practice Charter, Greener Practice.
- There are links on the presentation, should you wish to see more information about these accreditations.

### **Appointment Data**

- I provided an overview of the number of patients and staff at St Thomas Medical Group.
- I looked at March 2024 and provided the number of appointments, DNA's, telephone calls received and made, along with the number of online consultations received. We talked about the number of DNAs and how this impacts the practice and patients – time lost, interpreters etc. Investigate reminder text messages.

### **Local PPG Feedback**

- Presentation by SGJ on the history on PPG, pre-COVID activities at St Thomas Medical Group and current activities at local PPGs (some of which are now running virtual PPGs).
- Discussion around the future of the St Thomas Medical Group PPG – where do we see ourselves, are we happy with the current format, would we like more events, speakers, could we link in with the Friends of St Thomas?
- During the discussion, we spoke about how the Friends, are linked in with local groups and run regular coach trips.
- We discussed how some of the activities that were being carried out across the medical group could be linked in with the PPG (RCGP Active Practice Charter).

## **Actions**

**PPG Awareness Week 3<sup>rd</sup> June 2024** – Nina to arrange a display for the foyer at St Thomas Health Centre. Will email the PPG members to see if anyone wishes to support this.

**STMG Website** – Nina to speak with Rillian about engaging with the PPG for input.

**Awareness Campaigns** – Nina to continue updating the waiting room TV screens with campaign posters and will also look at linking in with other events taking place.

**Figures for Accreditations** – Nina to provide the number of patients who are supported by the various accreditations.

**PPG Display** – Nina to create a display for the waiting room TV screens about the PPG and to have this running on the COVID vaccination weekend.

**Diabetes Education** – Nina to speak to Dr Sheppard & Lisa Montgomery re possibility of a Diabetes Education Evening.

**N.A.P.P** – Emma to look at budget for N.A.P.P subscription.

**DNAs** – Nina to look at whether an extra sentence (please contact us as soon as possible if you are unable to make this appointment) could be added to the initial appointment confirmation text. Investigate reminder text messages.

## **Proposed meetings for 2024**

Wednesday 17<sup>th</sup> July 2024

Wednesday 16<sup>th</sup> October 2024