



St Thomas Medical Group

St Thomas

Exwick

Exeter University Student Health Centre

Patient Participation Group (PPG) Minutes of Meeting 17th July 2024

Practice staff in attendance:

Nina Smith – Deputy Practice Manager and PPG Coordinator

Patients in attendance:

Anthony Cummings
Sue Gunn-Johnson
Margaret Williams
Freya Searle
Graham Sclater
Keith Broderick

Presentation by Sue Gunn-Johnson

Sue kindly offered to provide an update on her research relating to other practice PPGs and has been in touch with St Austell PPG and has had an invitation to join them at one of their meetings. Sue presented some of the matters that have recently been discussed at St Austell, this included the Social Prescribing role, major concerns about the increased pressure on pharmacies, and receptionists asking questions. Some ideas and suggestions brought back from St Austell include having a stall at local fêtes, holding raffles at the practice, and inviting members from other organisations. Membership of the National Association for Patient Participation (N.A.P.P) was mentioned and Nina informed the PPG that an application has been made to join.

Presentation by Nina

Phone Update

We have been listening to patient feedback and have updated the practice telephone welcome message. This has been shortened considerably. We have also enabled the telephone callback feature which allows patients to hang up the call, whilst retaining their place in the queue. Since April 2024, 1733 call backs have been requested. We have also asked staff from other teams to support the reception call queue during busy periods.

Building Works

Nina updated the PPG on the building work taking place at St Thomas Health Centre. The roof and atrium glass are being replaced and it is expected this work will take 3 months to complete. During the works, there will be a slight reduction in the car parking spaces available due to the storage of materials and the skip. Staff already park off-site for 50% of their working week, however, we have asked staff if they could consider parking off-site more, car sharing or finding alternative ways of travelling work to reduce the demand on the car parking spaces.

Review of actions from previous minutes

- PPG Awareness Week – A campaign was run on the waiting room TVs across the 3 sites, along with a display at St Thomas Health Centre.
- STMG Website – Work has been a little slow on this due to other commitments. Rillian is hoping to be working on this again soon.
- Awareness campaigns – On-going. Nina is building a library of resources to use repeatedly.
- Accreditations – Nina provided figures on the number of patients supported by the various accreditation schemes at St Thomas Medical Group (211 patients on the dementia register, 77 new babies and 128 registered veterans).

Group Discussion

There was a discussion around Triage and the availability of nurses for on the day bloods. Nina explained the rationale for introducing a triage system and how this had improved capacity. Nina also explained that we try and keep a number of nurse appointments free for urgent blood test requests but would see if this number could be increased.

There was a chat about awareness campaigns and if we were aware of an Arthritis week/month.

There was a discussion about local services and support groups available for patients and whether we advertised these on our noticeboards. As a practice we don't tend to encourage this due to noticeboard space. Nina informed the PPG that she was in the process of constructing a Directory of Services for use within the practice which could include services and support groups. The attendees were encouraged to contact Nina with details which could be shared with the clinicians.

Actions

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. Nina to investigate whether there is a arthritis awareness campaign.

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. Sue offered to send Nina the plans drawn up for this pre-covid.

Facebook Group – Nina to contact the admins to see about regaining control over this.

Nurse Appointments – Nina to see whether it is possible to increase the number of urgent nurse appointments held for on the day use.

Proposed meetings for 2024

Wednesday 16th October 2024