

St Thomas Medical Group

PPG Meeting

Wednesday 17th April 2024

Welcome

Introduction & Review of last minutes

COVID Boosters

Accreditations

Appointment Data

Local PPG Feedback

Group Discussion

AOB

Review of last minutes

- Reminder Texts – We will be reviewing the process for the 2024 flu season.
- New Website – Rillian has come along this evening to discuss the new website and to arrange further patient input.
- Linking in with other PPG's.
- Waiting room TV's – These are now up and running. Information on current campaigns and important updates will be displayed digitally. We will be continuing to work on updating the practice noticeboards.
- Actions – Calendar of meetings – provided on agenda
- Formation of steering group for website – to be discussed this evening

COVID Boosters



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- Patients aged over 75 and those who are immunocompromised are being invited in for the Spring Covid Booster.
 - We are holding 2 big weekends for the patients of STMG (27th/28th April and the 11th/12th May) after that we will be opening up to the National Booking Service.
 - Invites have started to go out and patients are being sent a self-book link.

Accreditations - Current

Veteran Friendly

A national scheme to improve medical care and treatment, offer faster access to priority services and clearer referral pathways to specialist healthcare services for veterans.

[VETERAN FRIENDLY GP PRACTICES - ARMED FORCES NETWORK](#)

[VETERANS' HEALTHCARE TOOLKIT: VETERAN FRIENDLY GP PRACTICE ACCREDITATION | RCGP LEARNING](#)

Breastfeeding Friendly

Providing education and support to new parents on correct techniques. Ensuring there is a space available for breast feeding – new posters displayed.

[BREASTFEEDING - NHS \(WWW.NHS.UK\)](http://www.nhs.uk)

Dementia Friendly

Providing support for carers and family members. Ensuring our staff receive adequate training.

[DEMENTIA NHS LONG-TERM PLAN ALZHEIMER'S SOCIETY GUIDE.PDF \(ALZHEIMERS.ORG.UK\)](#)

Accreditations – Working towards

RCGP – Active Practice Charter

Improving activity levels for both staff and patients

Partnering with a local physical activity provider

[PHYSICAL ACTIVITY HUB: ACTIVE PRACTICE CHARTER | RCGP LEARNING](#)

NHS App Ambassador
Ongoing promotion of the NHS App and improving accessibility

[Become an NHS App ambassador - NHS England Digital](#)

Greener Practice

We have a green team who meet every 2 months.

They look at sustainable products – inhalers, tea/coffee, paper

[GREENER PRACTICE – GREENER PRACTICE – UK'S PRIMARY CARE SUSTAINABILITY NETWORK](#)

Appointment Data

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As of 15th April, STMG has 42,682 registered patients. We have 88 clinicians (GPs, ANPs, PNs, Paramedics, Social Prescribers, OT, Health & Wellbeing Coach, Physios, HCAs, Phlebotomists, GP Registrar and Pharmacists/Pharmacy Technicians) and 58 non-clinicians.

March 2024 Appointments
15,667 Appointments were offered – including triage
426 Appointments were DNA'd
3% patients waited over 1 month for an appointment; the current national average is 5%.

March 2024 Telephone Calls/Online Consults
9,694 inbound telephone calls were answered with patients waiting an average of 2m 59s
16,084 calls were made
2392 Online Consults were received

Local PPG Feedback

Group Discussion

Any other business?

Next meeting

Wednesday 17th July 2024

Wednesday 16th October 2024