

St Thomas Medical Group

PPG Meeting

Wednesday 17th July 2024

Welcome

Introduction

Phones – New callback feature

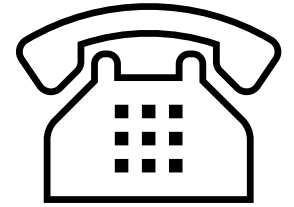
Building Works

Actions from Previous Meeting

Group Discussion

AOB

Phones – New callback feature



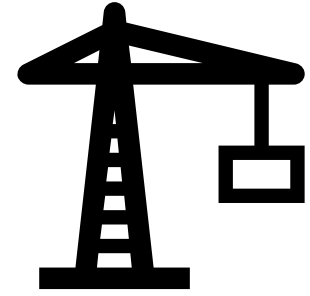
In April 2024 we enabled the callback facility through our telephone provider.

When calling, patients have the option to end the call, but retain their position in the call queue.

1733 call backs have been requested since we enabled this feature.

We have also shortened the welcome message to reduce the length of time patients are waiting to speak to a member of staff.

Building Works



The scaffold is now going up to allow work to commence on replacing the roof at St Thomas Health Centre.

This work is expected to take 3 months to complete, and we hope that there will be minimal disruption to our patients.

There will be a slight reduction in the car parking spaces available due to the placement of materials and skips, but we have asked staff to consider parking off-site to retain as many spaces as possible for our patients.

Actions from Previous Meeting Minutes

PPG Awareness Week 3rd June – Information was displayed at St Thomas Health Centre and on the waiting room TV screens at all 3 sites.

STMG Website – Work on this has been a little slow due to other commitments, but we have now recruited another IT Lead to support Rillian.

Awareness Campaigns – I am building a library of resources to use for the annual campaigns. We can also schedule displays on the TV screens.

Accreditation Figures

Dementia

211 patients on
dementia register

New Parents

In the last 6
months there were
77 new babies.

Veterans

We have 128
registered
veterans at STMG

Actions from Previous Meeting Minutes

Diabetes Education – Nina to speak with Dr Sheppard and Lisa Montgomery re the possibility of a Diabetes Education Evening – Dr Sheppard has been on sabbatical leave.

National Association for Patient Participation (N.A.P.P) – Application has been submitted, awaiting review.

Group Discussion

Any other business?

Next meeting

Wednesday 16th October 2024