



St Thomas Medical Group

St Thomas

Exwick

Exeter University Student Health Centre

Patient Participation Group (PPG) Minutes of Meeting 14th July 2025

Practice staff in attendance:

Nina Smith – Deputy Practice Manager and PPG Coordinator

Patients in attendance:

Keith Broderick, Paul Minter, Eddie Moon and Freya Searle.

Guest speaker:

Tim Pavelle – Council of Governors – Royal Devon University Healthcare Trust

Review of actions from previous minutes

Directory of Services

This is now up and running in the practice – please continue to suggest local support services for inclusion.

Facebook Group

A new St Thomas Medical Group page has now been set up. We will use this to communicate urgent and day-to-day updates, as well as using the other methods available to us.

Tim Pavelle – Council of Governors – RDUH

Tim joined us to talk about his role on the Council of Governors (CoG). The CoG provide a connection between the RDUH, the community and the patients and holds the Non-Executive Directors to account.

Governors have a wide range of experience and backgrounds, but all have an interest in healthcare. Tim told us the CoG meet regularly with a more recent meeting covering the NHS 10-year plan.

There was a discussion on the use of Artificial Intelligence to support patient consultations and how this will benefit the patient as the clinician will be able to focus their full attention on the patient.

We had a discussion about this role, and how this supports patients.

Tim was keen to hear any comments about issues the members of PPG had encountered and has been given a few items to feedback.

NHS Digital Vision

Nina talked about the plan for the NHS App. STMG are planning a series of drop-in sessions to offer support to our patients on setting up or accessing the NHS App. We have enabled prospective data on the NHS App, so you should be able to see all your current consultations. At the moment we are unable to enable historical access as this would require the scanning of around 35,000 patient paper records.

The NHS are intending to implement the Federated Data Platform. The idea behind this is that it becomes one centralised database of medical records which can be viewed from anywhere in the country.

Triage System Feedback

The new triage system is still in its infancy, but we have had a lot of positive feedback about this. Patients are now seeing their own GP more of the time. We have increased the number of face-to-face appointments available, and appointments are being offered within 10 days, with most within 2-3 days.

Group Discussion/AOB

Discussion over what topics you would like to see at future meetings.

Ideas so far:

- Overview of the NHS 10 year plan
- Overview of SystemOne (Clinical System)
- How a practice is funded.
- A session on GP allocations
- What is a GP partnership
- Overview of the NHS Contract

Actions

Nina to share a summary of the NHS 10 year plan

Proposed meetings for 2025

Monday 6th October