

Meeting with PPG
08/10/2025

1. 🏠 Housekeeping

No fire alarms due to take place today. Should the alarm sound, the evacuation process is down the stairs to the main reception area, out through the main door to the assembly point marked just outside of the pharmacy.

2. 🙌 Welcome & Introductions / Apologies

Everyone was welcomed
Apologies above

3. ✅ Minutes from Last Meeting / Matters Arising

Agreed

Minutes

4. 🚶 Stanmore Strollers

Coffee Morning – 03/10/2025

This was a successful day, attended by Anna from KEMP Hospice who liaised with the group regarding the outstanding support KEMP offers along with supplying the group with leaflets of upcoming events such as a Halloween Quiz.

Total raised from the raffle has not been totalled yet, Maureen will feed back at next PPG Meeting.

5. 📄 PPG Policy & Confidentiality

No new members.

7. 🏠 Visit to KEMP Hospice

Unfortunately, due to a number of the PPG being poorly, the planned visit on the 09/09/2025 was cancelled. A future date of the 14/01/2026 has been proposed, Rachel will liaise with Anna at KEMP regarding this.

8. 📅 Practice Update

Online Requests

Rachel detailed the changes in the contract from the 01.10.2025 including the option of submitting requests to the surgery via the online form on the surgery website. Requests can be for admin purpose, requesting of fit notes and appointment requests etc. These are added to the triaging GP's screen and actioned accordingly, a response is sent the same day. This has proved very positive with patients evidenced in the Friends and Family Feedback.

Allowing the submissions of online forms has reduced the demand on the phones at 8am and proved to lessen the wait time for a pre-bookable appointment. Submission of online forms is available from 07:00 – 18:30 Mon-Fri.

An average of 70 online requests received per day currently.

At the point of triage, GP's will look at the most appropriate care pathway for each request, this could include signposting to a pharmacy, a face-to-face appointment with a GP, a telephone call with a GP and so on. Patients are still able to access the surgery via the phones and also by presenting at the front desk. For those patients who do not have access to online options, the reception team will complete the online form on behalf of patients.






Flu & Covid Vaccinations

Stanmore have held 3 clinics for Flu and Covid vaccinations so far. Clinics have taken place on the 20/09/2025 for pregnant patients, 04/10/2025 for patients eligible for both flu and covid (over 830 patients were vaccinated). The third clinic took place on 07/10/2025 for Child flu (83 children vaccinated). A further clinic is taking place on 11/10/2025 for patient eligible for flu only (974 patient booked) and a further "mop-up clinic" will take place on 14/10/2025 for patients eligible for both flu and covid.

Friends & Family Feedback






August

360 responses received:

-  Very good: **312**
-  Good: **33**
-  Neither good nor poor: **12**
-  Poor: **0**
-  Very poor: **2**

September

385 responses received:

-  Very good: **308**
-  Good: **53**
-  Neither good nor poor: **10**
-  Poor: **5**
-  Very poor: **4**

9.  **Date of Next Meeting**

14/01/2026 at 13:00 at KEMP Hospice with coffee at The Land Oak following visiting KEMP.