

Practice Update for PPG Meeting : 25 October 25

Flu and Covid Vaccination Program:

Very busy in practice. Concentrating this month on our Flu and Covid Vaccination program. Currently we have delivered the vaccinations to the Nursing/Care Homes we were allocated and our Domiciliary Home Visits for vaccinations is in progress.

2223 vaccinations have been provided to the Over 65, 18-64 and children 6mths to 16 Years.

Promotion of child flu vaccinations: the nursing team dressing up in Halloween outfits during the Half Term Period. Very successful completed 27 during the 1.5 hour clinic. Video completed and shared with Immunisation Team as best practice.

RSV Vaccination Program:

We're still continuing to do the RSV vaccinations for the over 75's and have completed 520 since the program was introduced.

Registered Patient List Size:

List size currently just over 14,600 and is steadily increasing month by month. Staffing aligned currently with a list size of 15,500.

PPG Patient Satisfaction Survey June 2025:

Excellent completion rates of the survey received 1317 replies with very positive results. Results are very comparable with the National GP Patient survey. Free text comments were collated and completion of a "You said, We did" poster.

Comments re Call Back option on Surgery Connect (the cloud based telephony system used) – uncertainty from patients worrying if the system works. Advertise again in the next newsletter. The offer sets in once 7 patients are waiting in the queue. BT one of the PPG Patients advised he had used the system was number 20 in the queue and very surprised how quickly he was telephoned back. CS had also used and found it very effective.

Comments re Appointment Options:

Patients like the multi-option of appointments i.e. Face to Face, Video, Telephone and e-consultations understanding that not all queries needed a face to face appointment. It was interesting that over 60% of patients still preferred to telephone the practice for their appointment rather than e-consultation.

Promotion of E-consultations :

The practice plans to promote the use of E-Consultations for requesting advice, appointments and admin queries. Currently we receive around 500 request per month but would like to extend this further.

Pilot of Thursday Morning Triage:

Results of the pilot are currently being collated add to the next newsletter.

Practice Phlebotomy Clinics:

Clinics going well but very bust and currently have slots protected for urgent bloods but routine bloods over a week wait.

CQC Quality Statements:

Practice Team currently collating evidence to the 34 statements.

Practice Newsletter:

Newsletter dates for 25/26

Winter Newsletter Week Commencing 08 December 25

Christmas Greetings Week Commencing Monday 15 December 25

Spring Newsletter Week Commencing Monday 02 March 2026

Summer Newsletter Week Commencing Monday 29 June 2026

Autumn Newsletter Week Commencing Monday 05 October 2026

Winter Newsletter Week Commencing Monday 07 December 2025