

NEWSLETTER

PPG QUARTERLY NEWSLETTER NO. 7

SPRING 2025

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Fundraiser

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+
Our
Future
Health

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Health

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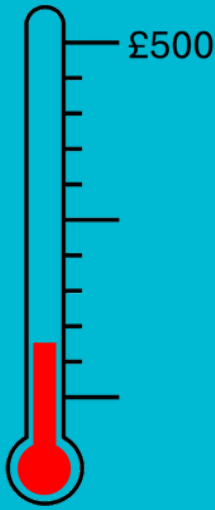
5 - Health and
Wellbeing Event

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Say.

HEALTH
AND
WELLBEING
EVENT

SATURDAY 28TH JUNE

GOAL!



LONDON BRIDGES WALK
Sunday 9 March 2025

origin

FR Registered with
FUNDRAISING
REGULATOR

Midway Surgery's Fundraiser for Rennie Grove Hospice Care

The Midway movers are back again for the London Bridges Walk.

On 9th March we will be taking on the London Bridges 10-mile walk, supporting Rennie Grove Hospices.

Rennie Grove Hospice Care is a charity providing care and support for adults and children with progressive life-limiting illness in Buckinghamshire and Hertfordshire. Working closely with Rennie Grove, we appreciate their 24-hour support for our patients who need their services.

Several staff completed the Rennie Grove Peace Chilterns 3 Peak Challenge in September last year and we're proud to take on another challenge to support this great cause.

If you would like to participate, sign up here:

[Sign Up Now!](#)

If you can donate, visit our fundraising page with the link below:

[Midway Surgery's fundraising page for Rennie Grove Peace Hospice Care](#)

Can you help us? Consider joining our PPG

From the Chair of the PPG

The Midway PPG (patients participation group) is now well into its second year. It has been an interesting experience for all of us on the committee, and hopefully helpful to the practice. We only meet 3 monthly so it is not a huge commitment. What we now need is more diversity within our group. We would particularly value input from younger patients, especially if you can help us move forward with social media. Can you help us? There is information available about PPGs on the [Midway website](#) or if you'd like to talk to one of us, please complete the [form](#) which is also on the site and we'll get back to you.

Join Here



What our members say

"I joined the PPG having been a patient at the Surgery for nearly 40 years. When considering this volunteer role it was important to me that there was ample scope to be able to "make a difference" by influencing and promoting the Practice and not just be part of a "tick box" exercise ! The PPG certainly offers that opportunity and I always feel listened to and there is a high degree of transparency with the wide range of subjects we discuss. There is clearly an appetite within the surgery to move forward on all fronts and some changes have already been introduced as a result of some thought provoking discussions. Sub Groups have been set up to enable some detailed work to be carried out and these have delivered some meaningful and positive changes. We are a small Group and would welcome a few more members to add to the mix of backgrounds, age and experience that we already have. We learn a great deal from what other similar Groups have already achieved, sharing best practice is so beneficial even if we wish to customise it for our own unique situation. Many of us actively got involved with the Patient IT Training Session and more of these are planned for the future.

Peter Walker, PPG member

Let's prevent disease together **Our Future Health**

Our Future Health is the UK's largest ever health research programme. The project is aiming to collect information from 5 million volunteers across the UK. They have just reached the 2 million people mark. The aim is to help researchers find ways to prevent, detect and treat diseases earlier to enable people to live longer and healthier lives. Our Future Health partners with UK healthcare authorities, the NHS, charities and industry.

Every adult over 18 is eligible to take part in the study and as a way to recognise your time and effort you are offered a £10 voucher.

What does it involve?

Each participant is asked to complete a consent form, followed by a questionnaire asking for information about health and lifestyle. The final part is to go for a face-to-face appointment (St Albans Boots on St Peter's Street is one of the venues) where you will provide a small sample of your blood and have some physical measurements taken.

Further information

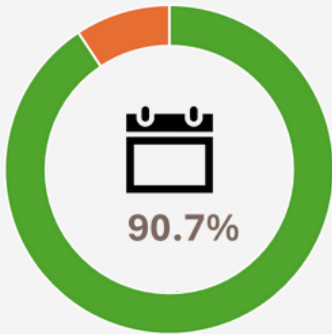
For more information and to sign up click the icon below or visit ourfuturehealth.org.uk



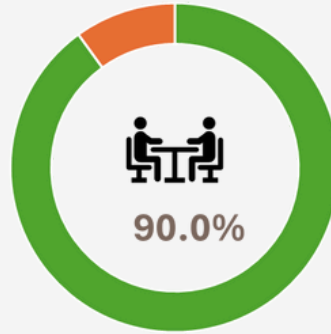
All in a Day's Work

Here are some statistics for the work we do, these figures are from 1st January 2025 to 31st January 2025.

Available appointments 6,823	Available appointments 3,737	Available appointments 2,984
Booked appointments 6,186	Booked appointments 3,364	Booked appointments 2,720



Utilisation



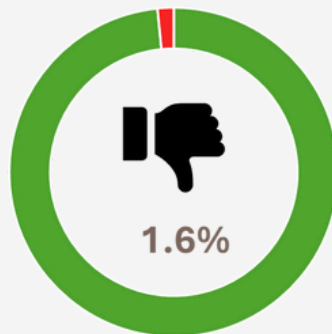
Face to Face



Telephone

Booked appointments 6,186
 Did not arrive 100

+134



DNA



New Registrations



Have you heard?

The PPG are organising a Health and Wellbeing Event this summer.

We're inviting health professionals and volunteers from a wide range of charities and disciplines to boost the health and wellbeing of our patients.

More information overleaf!



HEALTH AND WELLBEING EVENT

SATURDAY
 28TH JUNE
 10AM-1PM
 UNITED REFORMED CHURCH,
 WATFORD ROAD,
 CHISWELL GREEN,
 AL2 3HG

When?

Saturday 28th June
10am to 1pm

**YOUTH
TALK**
We're listening
youthtalk.org.uk

u3a

everyone
ACTIVE

ADD-vance

Health and Wellbeing Event

Free event - open to all ages

Organised by the Patient Participation Group at Midway Surgery
to help you help yourself!



Where?

St Albans United Reform
Church Greenwood
Watford Road
AL2 3HG



Rennie Grove Peace



Have Your Say



At Midway Surgery we encourage our patients to provide us with feedback so we can do our best to improve our services and the care our patients receive from us. One of the ways to provide us with feedback is using the Friends & Family Test survey which is available [on our website](#), in the post appointment text message and in paper form at our reception. The written comments are monitored weekly so we can praise our staff when they do well and identify areas where we can improve.

Last year, we did some analysis on a large number of written comments, submitted through the Friends & Family Test survey, and found that although the vast majority of patients are very happy with Midway Surgery (85% of comments rated us as “Very Good”), one subject which attracted most negative comments was - waiting on the phone when calling the surgery (76% of comments about phone queuing rated us as either “Poor” or “Very poor”).

We appreciate that it can be very frustrating, having to queue on the phone when trying to call us. Midway strive to have as many staff as possible available during our busiest times. We have a couple of solutions to help our patients get in touch with us without having to queue unnecessarily.

- **eConsult** – you can find [this interactive tool](#) on our website. eConsult can be used for all our services but is especially handy if you have an administrative task to complete. It is very similar to sending us an email, only the information is gathered in such a way that our team can quickly and easily deal with the query.
- **Call back** – when in our phone system’s queue, you will be offered a call back service. This means that your place in the queue is retained while you are off the phone. Our system will automatically call you, at the number you were calling from, when you are nearer the front of the queue, leaving you free to get on with your day.

Please also remember that you may be able to receive the care you need by visiting your local pharmacy and/or by calling NHS 111. You can read more about [“Why you don’t always need to see your GP”](#) by clicking on the link.