

NEWSLETTER

PPG QUARTERLY NEWSLETTER NO. 8

SUMMER 2025

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Denise Kidd

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Wellbeing Event

HEALTH
AND
WELLBEING
EVENT



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MEET THE TEAM - DENISE KIDD

Hello, I am one of the Social Prescribers at Midway.

I have many years' experiences supporting people via various roles - Support Worker, Advice & Outreach Officer, Care Navigation and Social Prescribing.

My greatest passion is supporting people maintain their independence by accessing the resources they need to both prevent difficulties and get through challenging situations. Navigating a complex health and social system can be troublesome but we are here to support you



WHAT DOES A SOCIAL PRESCRIBER DO?

A social prescriber helps people feel heard and connected. The social prescriber spends time with individuals to understand the bigger picture of their lives, including issues like loneliness, housing, or anxiety. The goal is to connect them with local services and community groups to improve their well-being. This can be seen as a bridge from the clinic to the community.



Health and Wellbeing Event



Our Health and Wellbeing Morning at the United Reformed Church in St Albans was a huge success, with over 200 people coming together for a vibrant community event organised by Midway Surgery and the PPG. We were delighted to welcome the Mayor of St Albans, enjoy lively music from the Jumping Fleas ukulele band, and connect with fantastic local groups including the Better Health, Police, Fire Service, Rennie Grove Peace Hospice Care, Youth Talk and Herts Runners.

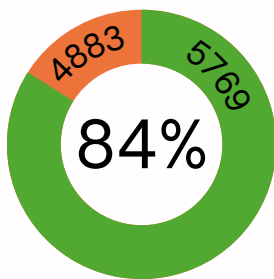
Thank you to everyone who joined us.

We're excited to announce the event will be back in June 2026!

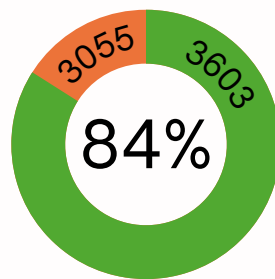
All in a Day's Work

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

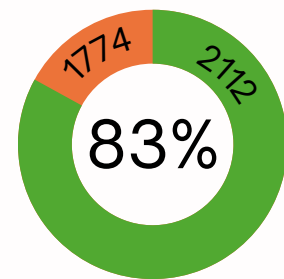
- Available Appointments
- Booked Appointments



Total Usage

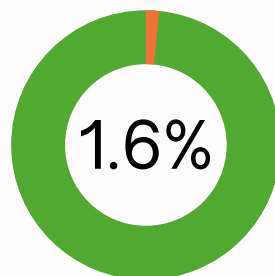


Face To Face



Telephone

- Booked Appointments: 4883
- Did not arrive: 80



New Registrations
91



Have you heard?

Ever since Midway Surgery launched Anima on the 11th of June:

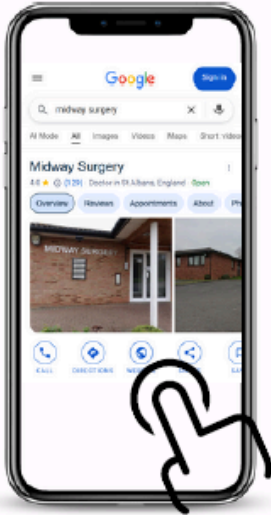
- The Average Queue Time dropped by 65% meaning patients got through 3x faster
- Inbound calls had dropped by half as patients didn't need to wait in queue to request an appointment



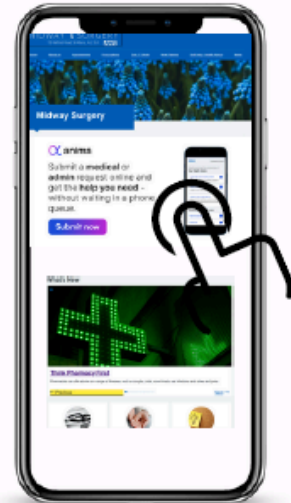
Month	May	August
Inbound Calls	9830	4463
Average Queue Time	10m49s	3m43s

Anima Patient Guide

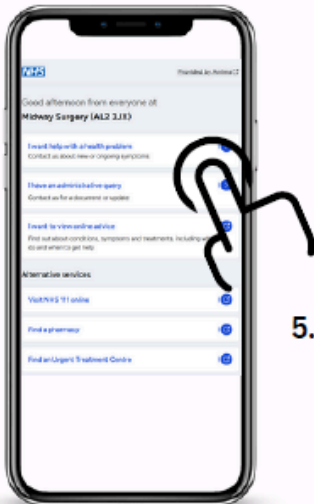
1. Go to midway-surgery.co.uk



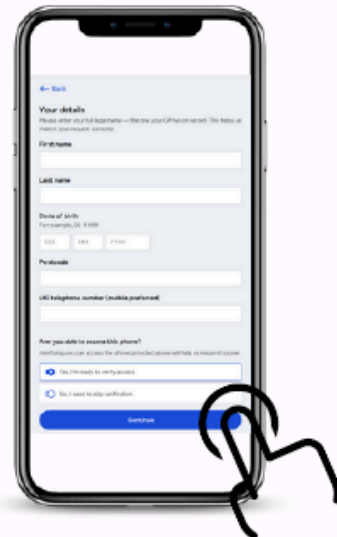
2. Scroll down and wait for the purple "Submit Now" button to load then tap it



3. Choose the type of query, e.g: "health problem" for appointments



4. Fill out your details and tap "Continue"(optionally skipping verification)



5. Tap "Begin" and follow on-screen instructions



Flu Campaign



NHS

STAY STRONG.

GET VACCINATED.

Get your flu vaccination now to protect yourself, your patients and your colleagues from serious illness.

More information on flu vaccination:
www.nhs.uk/wintervaccinations

Each year, flu affects around 10–15% of the UK population, spreading quickly in schools and care settings. The NHS 2025–26 flu campaign uses a staggered approach: children under 18 are offered the vaccine from 1st of September, vulnerable adults from 1st of October, and those over 65 are prioritised to ensure early protection.

Stay ahead of flu, get vaccinated and keep winter healthy!

Chiswell Green Community Garden

The National Garden Scheme are offering grants to community gardens and at Grow Chiswell Green Community Garden, and the volunteer group are keen to apply. Midway surgery recognises the health benefits and will be providing a statement to support their bid.

St Albans social prescribers have been invited to meet with the volunteers to understand the ethos and to raise awareness among the patients they visit.



Consider joining our PPG

Can you help us?

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