

# Patient Participation Group

March 2026

The latest news, views, and announcements

## **INSIDE**

What is Patient  
Participation  
Group (PPG) and  
how to join

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## **Services we offer**

Services we offer  
and Surgery  
Website

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## **Surgery Performance**

Reception Team &  
Telephone Audit

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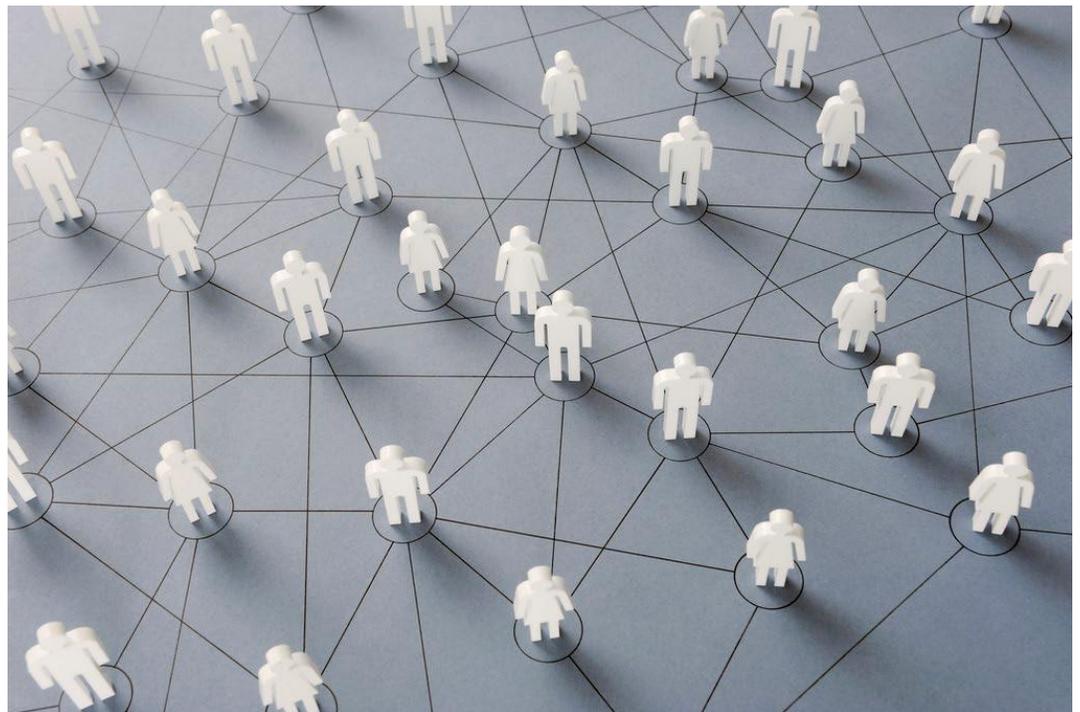
## **Surgery News**

New Surgery Signs

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## **Your feedback**

Patients, carers'  
feedback



**Thank you to patients who  
joined our Patient Participation  
Group Meeting held on  
Wednesday 18<sup>th</sup> March 2026.**

# What is Patient Participation Group (PPG) and how to become a member?

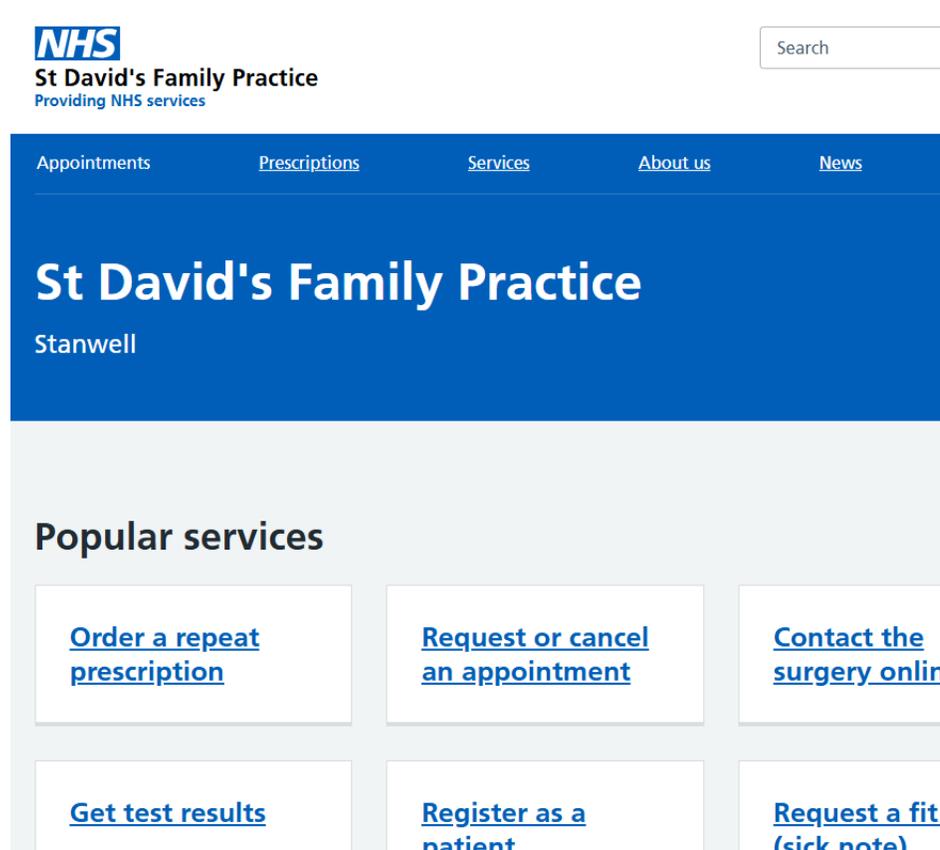
This is a group of volunteer patients, carers and practice staff who meet regularly to discuss and improve the services offered at our surgery

**To become a member of our Patient Participation Group please email us at [stdavids.admin@nhs.net](mailto:stdavids.admin@nhs.net)**

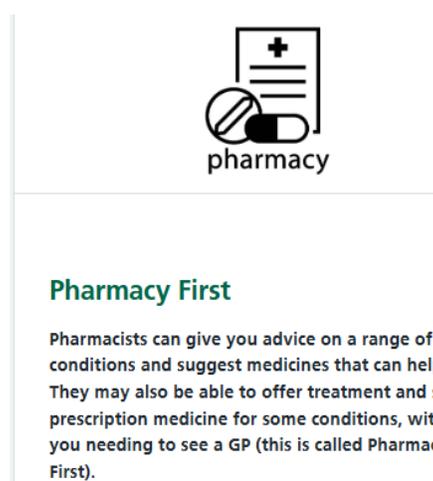
**You can also submit your request via our website: [www.stdavidsfamilypractice.nhs.uk/service/join-our-patient-group/](http://www.stdavidsfamilypractice.nhs.uk/service/join-our-patient-group/)**

## Services that we provide in the surgery

- ✓ Baby vaccinations, nasal flu vaccines (2,3 yrs olds)
- ✓ Adult vaccinations and other injections (Flu vaccines, whooping cough vaccine for pregnant ladies, RSV vaccine for over 75 years old and pregnant ladies, shingles vaccines, pneumococcal vaccine, B12 injections (prescribed by GP only), contraception injection, prostep injections and so on
- ✓ Smear test
- ✓ Wound care/ dressings
- ✓ ECGs
- ✓ NHS Health Check
- ✓ Asthma review
- ✓ COPD review
- ✓ Diabetes review
- ✓ High risk of diabetes review
- ✓ Hypertension Clinic
- ✓ Carers' check
- ✓ Travel Clinic (for some vaccinations)
- ✓ Coil fitting
- ✓ Etc



The screenshot shows the NHS logo and 'St David's Family Practice Providing NHS services' at the top left. A search bar is at the top right. A navigation menu includes 'Appointments', 'Prescriptions', 'Services', 'About us', and 'News'. The main header features 'St David's Family Practice Stanwell'. Below this, a 'Popular services' section contains six buttons: 'Order a repeat prescription', 'Request or cancel an appointment', 'Contact the surgery online', 'Get test results', 'Register as a patient', and 'Request a fit (sick note)'.



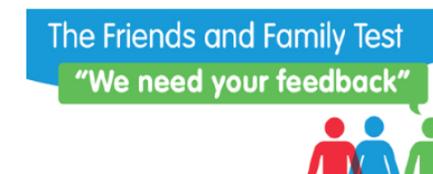
The icon shows a pharmacy sign with a cross and a pill. Below it, the text reads 'pharmacy' and 'Pharmacy First'. The text below the icon states: 'Pharmacists can give you advice on a range of conditions and suggest medicines that can help. They may also be able to offer treatment and a prescription medicine for some conditions, with you needing to see a GP (this is called Pharmacy First)'.



The advertisement features a smartphone displaying the NHS app interface. The text reads: 'NHS APP. The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.'

## Surgery Website

Please visit our website [www.stdavidsfamilypractice.nhs.uk](http://www.stdavidsfamilypractice.nhs.uk) for most recent updates where you will find access and information about how to contact Surgery, Pharmacy First, NHS App and many more



The graphic has a blue header 'The Friends and Family Test' and a green speech bubble containing the text 'We need your feedback'. Below the speech bubble are three stylized human figures in red, blue, and green.

**Friends and Family Test**  
We want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our service.

## Our surgery performance

### Reception Team & Telephone Audit Report

- **Reason for Audit:** A number of recent complaints were received by the practice regarding telephone interactions. A random selection of telephone calls for each receptionist was therefore reviewed to assess the quality, safety, and professionalism of patient interactions.

- ▶ **Overall**, the majority of calls reviewed demonstrated that reception staff are polite, helpful, and patient-focused. There were multiple examples of good practice. However, several learning points were identified to improve consistency and reduce risk, particularly around patient identification, clarity of communication.

## **Furthermore, we also conducted another audit to review the 'Average Queue Time Answered' for the last 3 months and they were as the following:**

- ▶ December 2025 was 3 minutes and 47 seconds
  - ▶ January 2026 was 3 minutes and 43 seconds
  - ▶ February 2026 was 3 minutes and 49 seconds

## **How do we compare to other GP practices in England?**



A survey suggested an average wait time was **8 minutes and 36 seconds**, though many patients face much longer waits, with 1 in 5 callers waiting 15 minutes or more.



The above also shows that our reception team is being efficient in answering phone calls and dealing with their queries.

## **New Surgery Signs**

**New surgery signs have been displayed around the surgery, by the entrance, ground floor and first floor**

# Your Feedback!

Patient care is our priority and we are working hard in providing a better service.

We welcome your suggestions and your experiences matter to us as you can bring different ideas to the surgery to help us improve.

**Your NHS  
needs YOU!**

Be heard in  
your  
surgery!

**Why not join our Patient  
Participation Group?**

*We work together to get the  
best experience for  
all and much more...*

**Meetings  
are held  
online**



Please join us at our  
next Patient  
Participation  
Group (PPG)  
meeting  
which will be held  
Autumn 2026!

