

NEWSLETTER

PPG QUARTERLY NEWSLETTER NO. 9

WINTER 2025

1 - Meet the Team:
Kevin Trad
2 - No Limits 2026



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3 - All in a Day's
Work
4 - Anima Impact

5 - RSV
Campaign

6 - Covid Spring
2026 Booster



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MEET THE TEAM - KEVIN TRAD

Hello, I'm Kevin! I've joined Midway back in April 2025 as the IT & Admin Support Officer.

Many of you will know me as the person who comes out to the front desk when you need a hand with the NHS App, Anima, or any other digital tools. I'm always happy to sit down one-to-one and make things a bit easier, whether that's helping you submit a request, access your records, or get your app set up and running smoothly.

Behind the scenes, I work as the practice's IT & Support Admin Officer, keeping our systems running and supporting our digital transformation projects. When needed, I also jump in to support the admin teams during busy periods to help keep everything flowing. My aim is to make sure our technology works reliably for both patients and staff, and that accessing care digitally is as straightforward as possible.



No Limits 2026

Our practice is proud to be supporting No Limits 2026, a county-wide campaign led by the Herts Sport & Physical Activity Partnership to make sport and physical activity more inclusive for disabled people. The initiative aims to break down barriers such as confidence, cost, transport and awareness, helping disabled people of all ages access activities that suit their needs. Throughout 2026, the campaign will shine a spotlight on inclusive opportunities, share ambassador stories, and help organisations create genuinely welcoming spaces for everyone to move more with confidence.



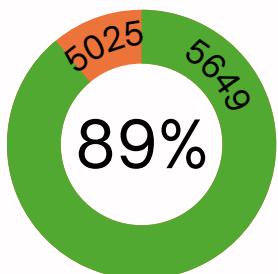
As part of our contribution, five teams from the surgery, 20 staff members in total, are taking part in the No Limits activity challenge alongside colleagues from GP practices across Hertfordshire. Each team is committing to 24 minutes of movement a day, supporting both wellbeing and awareness of the campaign's aims. The 24 minutes represents the fact that 24% of disabled people learn about physical activity opportunities through healthcare professionals.

With 88 participants county-wide, we're delighted that our surgery is playing an active role in promoting inclusion, health, and community spirit across Hertfordshire.

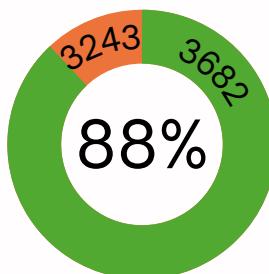
All in a Day's Work

Here are some statistics for the work we do, these figures are from 1st January 2026 to 31st January 2026.

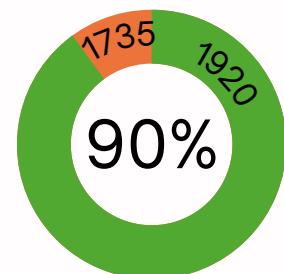
- Available Appointments
- Booked Appointments



Total Usage



Face To Face



Telephone

- Booked Appointments: 5025
 - Did not arrive: 97



New Registrations
84



Have you heard?

New Year New Stats! Here's a comparison between January of 2025 and 2026:

- The Average Queue Time dropped by 72% meaning patients got through almost 4x faster!
- Inbound calls had dropped by a third as patients didn't need to wait in queue to request an appointment

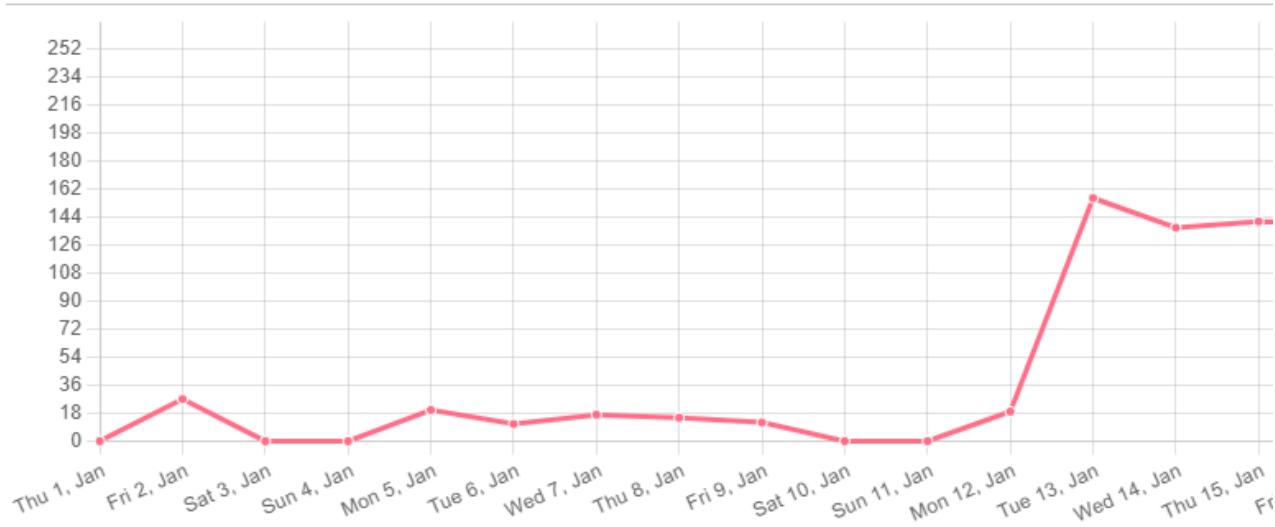


Month	Jan 2025	Jan 2026
Inbound Calls	6225	4655
Average Queue Time	11m37s	3m0s

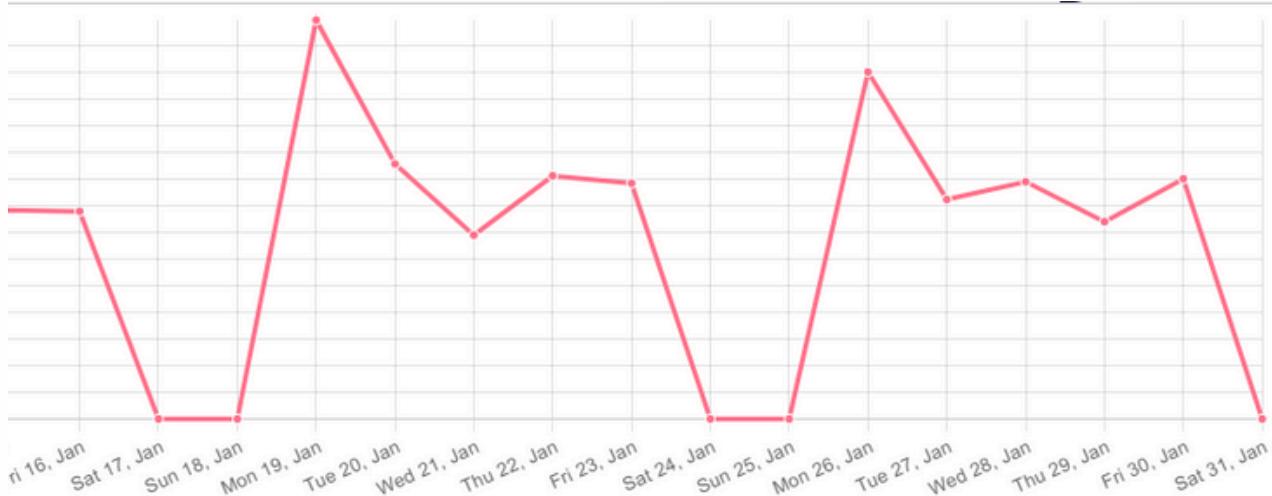
Anima Impact

Since launching our new Anima triage system in June, we've seen a significant improvement in how patients access our services. In January 2026 alone, we received **2,420** online submissions through Anima, which has helped reduce inbound calls from **6,225** in January 2025 to **4,655** in January 2026. This shift shows that more patients are choosing quick, convenient digital access, allowing our phone lines to stay clearer for those who need them most and helping us respond more efficiently across the board.

JANUARY 1-15 2026



JANUARY 16-31 2026



RSV Vaccine



NHS

**Are you aged 75 to 79?
You can protect yourself
from serious lung infection**

Every year, thousands of older people need hospital care for respiratory syncytial virus (RSV) infection. It affects the lungs and can cause pneumonia.

RSV vaccination is the best way to protect yourself. Your age makes you a priority for a free NHS vaccine.

Your GP surgery will contact you to offer an appointment.

*Poster age bracket pending change from NHS campaign material

Since September 2024, RSV vaccination has been routinely available to older adults as they turn 75 years of age, with an initial catch up also offered to adults who were aged 75 years and over on 1 September 2024 and had not yet reached 80 years of age.

The forthcoming change from 1 April 2026 will expand the eligibility criteria for the older adult RSV programme to also include those aged 80 years and over (with no upper age limit). Adults aged 75 years and over who have not previously received a single dose of RSV vaccine under the NHS RSV campaign may be offered the vaccine from this point forward. In addition, all residents in care homes for older adults will also become eligible, regardless of their age, due to their increased risk from RSV.

Your GP surgery will contact you if you're eligible to receive the vaccine.

Spring COVID-19 Vaccination Campaign



On 15 December 2025, the government decided, in line with JCVI advice, that a COVID-19 vaccine should be offered to those in the population most vulnerable to serious outcomes from COVID-19 and who are therefore most likely to benefit from vaccination.

Vaccination will therefore be offered in England in spring 2026 to:

Adults aged 75 and over

Residents in care homes for older people

Individuals aged 6 months and over who are immunosuppressed

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