

3 rd June 2024	Meeting Minutes	Patient Participation Group
Present	Stuart Abbott – Manager (SA) 2 patients, JS and HM	
Apologies	Dr H Edwards (HE)	
	Agenda Item / Actions	To be actioned by
1	<p>Anima Feedback</p> <ul style="list-style-type: none"> From the minutes of the last meeting one question was if Anima was saving workloads. It wasn't at the time of the meeting, but telephone statistics have shown that calls to the surgery have dropped from 8,000+ in January and February to 5,500 and 4,700 in March and April respectively. The number of Busy (engaged) calls that cannot join the call que dropped from 3,000+ in January and February to 1,100 and 108 in March and April respectively which demonstrates the burden on telephone calls is becoming less. It was raised at the last meeting that a How to Manual and User Guide for Anima along with more patient Communication would help patients with their awareness and use of Anima. Anima have produced good guides on their own website and links to these have been added to the practice website under the Anima Page and the News Section. HM highlighted that he had had issues with Anima as it only allows users to have a certain number of open requests, so he was unable to log any more requests. This had been identified as a training need for the practice as some staff members hadn't been closing down the requests properly which had a knock-on effect. This has now been rectified. JS asked how many patients were now signed up for the app. We were currently at 4,400 which is roughly 63%. HM asked in Anima could be open from the evening before rather than 7am as not everyone gets up early. SA highlighted that the point of Anima is to identify by patients by need rather than who gets through first and that someone who has logged onto Anima has as much chance of being seen as someone who logs into Anima at 8.30 or 9am. Opening the night before may be overwhelming for the clinicians the next morning coming in to potentially a huge raft of requests rather than opening at 7am and having a steady flow of requests. 	
2	<p>General Issues Raised</p> <ul style="list-style-type: none"> Teams Meeting Invites - HM raised the link to the Teams meeting did not work. The email was sent via the Clinical systems internal email system and for some reason it didn't work. SA will send future emails via Outlook to ensure all links work properly. PCN Survey – HM said that the recent link for the PCN survey had 2 links very close together which was misleading. SA will discuss this with the care-coordinator who sends out the messages. Health Checks – JS said that she received a call inviting her husband for an NHS Health Check and that Dr Reddy had referred him. Connect Healthcare, the local federation, are doing these on behalf of the practice and the language used is misleading and inaccurate as we do not refer. SA will ask the federation to change the wording to reflect that they are doing work on our behalf. Building appearance – JS fed back that the building looks a lot better following the replacement of the flooring and redecoration and it was much needed. Notice Boards – JS suggested that the noticeboards were too cluttered and needed reorganising, however Devon, our care-coordinator, had just earlier today worked on all the notice boards and we plan to have regular health awareness campaigns highlighted on the noticeboards and the website. HM suggested we take down the disused TV bracket, unfortunately that opportunity was missed at the time of redecorating. 	<p>SA</p> <p>SA</p>
Next Meeting Monday 12th August 2024 – Teams Meeting from 7pm		