

The Cedars Surgery PPG

Minutes of the 20.5.25 meeting held at The Cedars Surgery at 12.00.

Attendance

Susie Prior

Richard Styles

Suzanne Oliver

Su Everett

Bernard Thomson

Marsha Horne

Sharon Moss

Apologies

Dr Hannah Smith

Dr Hannah Al-Hasani

Sheila O' Connor (SOC)

Judith Nichols

1.0 Meeting

1.1 Attendance and apologies.

1.2 Minutes agreed.

2.0 Actions from previous meeting.

Action SOC to organise a questionnaire of patient's experiences of anima. The implementation of Anima has been delayed because of the CQC visit. **Action ongoing SOC**

Action SO to organise when the surgery needs ambassadors - Met. SE and SOC both attended to act as ambassadors when anima initially went live. SP asked whether we should have another session of ambassadors. SM and SO agree. **Action SO and SM to organise when the surgery needs ambassadors.**

Action:- newsletter. Action SE flow chart. Action SOC to circulate draft newsletter. SO said she had not received the newsletter Action SE to resend.

Action HS to liaise with RS to organise a meeting Action not met. RS suggested that as Section 106 money was available but needs to be used by 2026 that a meeting with Mike Tapp is organised. **Action SP to contact Mike Tapp. SP to liaise with SM.**

Action SO says they will need to review the reception desk following CQC feedback. SM has had ideas about moving reception. SP asked if there only one person reception, SM yes now but

there will be more staff at reception, but staff were helping with anima. **Action ongoing SO and SM**

Action GM to send link to research on Anima in practice in Tonbridge Wells. Action met.

Action GM remove coloured paper on noticeboard. Action met.

Action SO to find out if ear syringing open to all patients in Deal. SO reported that Sandwich do not have plans to do ear syringing for patients in Deal as they do not have the capacity and funding. **Action met.**

Action SE to send PPG minutes to SO. Action met. MH to send minutes to SE and SO. **Action MH**

Meeting

3.1. Surgery news, significant events.

3.1 Complaints.

SM said that we have had complaints about anima. SE had prior to the meeting spoken to SO and SM about an anonymous complaint she received. SM to put on an open session in the surgery on anima to improve patients understanding.

3.2 new appointment update – anima

SE suggested pods with a large computer screen if patients were attending the surgery, as she had used this and this helped patients use a triage system. RS suggested anima training sessions ? in the library or somewhere else especially as Balmoral will now be using anima.

SP asked if you could switch off anima. SM said yes you could, but the surgery was open from 8 am till 3pm. SO reminded everyone that if the need was urgent, you can still ring, but you can't make a routine appointment between 3 – 6.30 but can do an urgent appointment by phone. Red and amber triaged patients will be seen on the day.

BT asked whether you could see the same doctor, SO said it appears that you cannot request a GP. SE has raised the wording on anima of 'management' which patients may not understand.

3.3 Waiting times.

SO, waiting times appointment improved so maximum time three weeks for routine appointment which is a marked improvement.

4.1 PPG communications.

4.1 Noticeboard

Now that GM has resigned, we will need to have someone to take over the PPG board. SM suggested it would be good to have more focused information about the group on the noticeboard. SP and BT have offered to help with this.

4.2 Newsletter is completed and SE will send to SO.

4.3 PCN PPG. PCN PPG MH to feedback from the group and send minutes to SO and SE.

Anne is representing the Cedars but not on the PPG group. **Action to discuss next time when SOC back.**

SE reported that SM had send updated terms of reference (TOR) and application information for the PPG(TORS).SM will get the PPG an email so applications can go directly to them. SE will email the application and TOR and asked everyone to feedback. SP and SE happy to do an outreach session in the surgery.

5.1 AOB – MH waited 38 minutes in queue on the phone and was the first in queue.

6.1 Notification of future items

- TOR and group formation
- Anima

7.0. Date of next meeting Tuesday 22nd July 12.00- 13.30 at the Cedars, room meeting.

Future dates of PPG meetings are:-

Tuesday 23rd September 12.00-13.30

Tuesday 25th November 12.00-13.30

8.0 Actions

Action SOC to organise a questionnaire of patient's experiences of anima. The implementation of Anima has been delayed because of the CQC visit. **Action ongoing SOC**

Action SO and SM to organise when the surgery needs ambassadors.

Action:- newsletter. Action SE flow chart. Action SOC to circulate draft newsletter. SO said she had not received the newsletter Action SE to resend.

Action HS to liaise with RS to organise a meeting Action not met. RS suggested that as Section 106 money was available but needs to be used by 2026 that a meeting with Mike Tapp is organised. **Action SP to contact Mike Tapp. SP to liaise with SM.**

Action SO says they will need to review the reception desk following CQC feedback. SM has had ideas about moving reception. SP asked if there only one person reception, SM yes at the moment but there will be more staff at reception, but staff were helping with anima. **Action ongoing SO and SM**

Action SE to send PPG minutes to SO. Action met. MH to send minutes to SE and SO. **Action MH.** Anne is representing the Cedars but not on the PPG group. **Action to discuss next time when SOC back.**