

# The Cedars Surgery PPG

**Minutes of the 21.1.25 meeting held at The Cedars Surgery at 10.30**

## **Attendance**

Colin Hutchens

Gerry McMullan

Sheila O' Connor (SOC)

Richard Styles

Marsha Horne

Judith Nichols

Dr Hannah Smith

Dr Hannah AL-Hasani

Susie Prior

Suzanne Oliver

Katharine Manser digital transformation lead

Su Everett

## **Apologies**

Michelle Liversidge

## **Meeting**

1.1 Attendance and apologies.

1.2 Minutes agreed.

## **Actions from previous meeting.**

2.1. **Action:- SOC to contact SO and confirm January date and circulate next year's meeting dates to the PPG group.** Dates agreed and are:-

Tuesday 25th March 12.00-13.30

Tuesday 20th May 12.00-13.30

Tuesday 22nd July 12.00- 13.30

Tuesday 23rd September 12.00-13.30

Tuesday 25th November 12.00-13.30

2.2. Practice security. **Action:- SO suggested that if a receptionist had to leave reception in the evening, the surgery door is locked and sign placed advising patients to ring the door buzzer.**

2.3. Accidents outside the Cedars Surgery. **Action:- ML and SO to keep a record of the incident, date, and times and whether any vehicles are involved outside the surgery and let RS know. RS will report these to the KCC highways. SO**

reported that ML was reporting all incidents on the road outside the surgery, and these had been logged with KCC highways.

- 2.4. Update on the newsletter Autumn edition. **Action SOC to send the finished newsletter to ML and SO. ML and SO to generate a strapline for the newsletter which can be added to prescriptions and advertised on the noticeboard.** SO reported that unfortunately the strapline had not been added but would be shortly.

## Meeting

### 3.1. Surgery news, significant events.

Recruitment - SO reported that the surgery is now at full quota of GPs with the new addition of Dr Masudur Rahman who will do six sessions a week.

3.2. Update on patient triaging system. HS gave an update on the waiting times and the implementation of a new appointment system. The practice has chosen to use ANIMA. Anima is an integrated care platform which triage patient requests. Patients will be able to use the app via their phone or computer to make a request this can be clinical or administrative. If patients are not able to use the app, they will be able ring the surgery reception who will complete a request for the patient. Anima will be able to sift through requests via AI (artificial intelligence) and send clinical or administrative requests to the right person.

HS felt that Anima would reduce inequality and allow fairer access to the service, it should also increase confidentiality. GPs would be able to review information in anima and send patients for blood tests or refer to physiotherapy etc if relevant, and this would streamline the patient journey, and reduce people having to come in on the day of ringing if this were not needed.

HS hoped that there would be a portal in reception that patients could use to complete anima. It is envisaged that the integrated platform would be introduced by the end of February.

HS hoped that the PPG would play an important role in the introduction of anima to the surgery by acting as ambassadors and showing patients how to use the application. Many of the PPG group expressed support and are happy to be involved with this role. SOC suggested that a strapline (and/or a QR code to link to information) for the introduction of the anima be included on prescriptions. SOC said that she is happy to organise a questionnaire of patients experiences of anima. **Action SOC to organise a questionnaire of patient's experiences (might need to be 2-3 months after introducing it). Action SO to organise when the surgery needs ambassadors.**

KM offered to show PPG member anima after the meeting.

### 4.1. PPG communications.

4.2. Noticeboard. GM gave an update on the noticeboard and GM suggested that this was also added to the noticeboard and newsletter.

4.3. Newsletter. SOC has updated the newsletter, and this has been circulated to the group. SO said that the newsletter has been added to the website. SOC said that the PPG group would start looking at the next newsletter and look at different formats. A separate meeting will be held for this. **Action:- SOC to organise a separate meeting for the newsletter.**

4.4. Health promotion and prevention strategies. Noticeboard to look at NHS themes and look at social prescribing

4.5. Mike Tapp invites. RS has spoken to Mike Tapp. He has offered to visit and have a discussion with the surgery. HS said that she would be interested in having a discussion. **Action:- HS to liaise with RS to organise a meeting.**

5.0. AOB

Future aspirations – HS said that her future aspiration was to work more closely with the PPG for them to work as ambassadors for the practice over the new triaging system. She said in her previous practice that PPG evening (with open invite to other Cedars patients for a Q&A session) had been held and groups to connect with the community.

6.0. Notification of future items  
SOC said that Anima would be on the next agenda.

7.0. Date of next meeting 25<sup>th</sup> March at 12.00 – 13.30 at the Cedars, room meeting.

8.0. Actions.

**Action SOC to organise a questionnaire of patient's experiences of anima.**

**Action SO to organise when the surgery needs ambassadors,**

**Action:- SOC to organise a separate meeting for the newsletter.**

**Action:- HS to liaise with RS to organise a meeting.**