

# The Cedars Surgery PPG

**Minutes of the 25.3.25 meeting held at The Cedars Surgery at 12.00.**

## **Attendance**

Colin Hutchens

Gerry McMullan

Sheila O' Connor (SOC)

Judith Nichols

Suzanne Oliver

Katharine Manser digital transformation lead

Bernard Thomson

Su Everett

## **Apologies**

Dr Hannah Smith

Dr Hannah Al-Hasani

Susie Prior

Sharon Moss

Richard Styles

Marsha Horne

## **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,**

**Action:- SOC to organise a separate meeting for the newsletter.** SOC said that there had been a successful meeting, and a draft of the newsletter would be sent out with a flow chart of Anima. SE to complete flow chart of Anima. **Action SE flow chart. Action SOC to circulate draft newsletter.**

**Action:- HS to liaise with RS to organise a meeting. This is to be carried over to the next meeting.**

## **Meeting**

### 3.1. Surgery news, significant events.

SO reported that Michelle Liversidge has stepped down as practice manager and a new practice manager Sharon Mosse has been appointed. Sharon Bentley has become a receptionist. The waiting list for appointment is currently four weeks, and there have been no complaints.

3.2 The CQC completed their review of the surgery, and a draft report has given all five areas green. The barrier to space patient at reception and give patients more privacy has been removed as the CQC felt this was a trip hazard, they also said that they did not like height of reception. SO, says they will need to review the reception desk. JN asked if CQC had any ideas about reception and privacy. BT raised the issue of privacy surrounding desk and need for confidentiality. SE suggested that the new practice manager may have new ideas about reception. **Action SO says they will need to review the reception desk.**

The CQC did not like the coloured paper on the notice board needs to have plain background as the current format makes it difficult to read. **Action GM remove coloured paper on noticeboard.**

3.3 Anima - From the 8<sup>th</sup> of April Anima will be introduced. All patients will need to request appointments and repeat prescriptions via the Anima App. Everything will be triaged via e-consult. It is hoped will reduce waiting times and increase accessibility and privacy. Two iPad will be available to show patients how to use the App in the surgery reception. KM said that the Anima App can generate statistics on waiting times etc. KM also said that initially the waiting time on the phone may quadruple because of the detail needed to complete the eConsult on Anima. There are currently 11,000 patients registered at the surgery and 1600 have registered to use Anima.

KM showed the PPG group how Anima worked, patients will initially complete one of two choices **Admin** or **Medical** and complete an eConsult. There is a 'simple queries' area but this will not be for patients but for internal enquires. KM said that all requests would be classified red, amber and green, and this coding will be double checked to ensure there are no errors, by a doctor who will review the system and reclassify if needed. The Anima App will only be open 8 – 5pm and a form can only be completed during this time, after this time patients will be advised of other sources of support like 111 and A&E. All patients should get a reply by the end of the day with an outcome.

### 4.0 PPG communications

4.1 Noticeboard:- **Action GM remove coloured paper on noticeboard.**

4.2 Newsletter:- Action SE to do flow chart. **Action GM to send link to research on Anima in practice in Tonbridge Wells.**

4.3 PCN PPG group:- JN stepped down, Ann Mathews happy to go MH going. PCN discussed ear syringing which is free in Sandwich. It was discussed whether this was open to all patients in Deal JN thought it was but SO will find out. **Action SO to find out if ear syringing open to all patients in Deal.** SO does not have access to PCN minutes. **Action SE to send PPG minutes to SO.**

### 5.0 Dermatology services

There is a dermatology service at Balmoral, the wait is 4 – 6 weeks, you need a referral to Balmoral from your GP.

**AOB - Nil**

**Notification of future items**

Anima

? NHS England

7.0. Date of next meeting Tuesday 20th May 12.00-13.30 at the Cedars, room meeting.

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 to organise when the surgery needs ambassadors.**

**Action:- newsletter. Action SE flow chart. Action SOC to circulate draft newsletter.**

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

**Action SO says they will need to review the reception desk.**

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

**Action GM remove coloured paper on noticeboard.**

**Action SO to find out if ear syringing open to all patients in Deal.**

**Action SE to send PPG minutes to SO.**

**Future dates of PPG meetings are:-**

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