

PPG Meeting Minutes – Tuesday 12th November 1:30pm **Norton Place**

Leading the meeting: Kellie, Tabitha and Caitlin

Attendees: Malcolm C, Steve T, George C, Sara H, Chris G and Peter L.

Agenda for the PPG

PPG meetings:

- Kellie will be selecting 50 people from each surgery to send a SMS message to inviting members to the PPG to build the group.

Anima at TBS/NSS:

- It was mentioned there was an outage on Anima for the past 4 days, Kellie and Tabitha reassured members the triage system was not down as clinicians were triaging.
- If there are any issues patients are experiencing with Anima they are required to give their details so it can be looked into.
- The opening hours of Anima were discussed as to why they cannot be open 24/7, Tabitha said it is about providing a safe service. Tabitha raised examples of patients not reading SMS messages, so they wouldn't read the message suggesting going to a different service if the GP Surgery is closed such as 111 or 999.
- Tabitha explained how many patients get triaged over the working hours between different clinicians as well as working in normal clinic.
- The statistics showed that with the old system there were around 4000 phone calls a day, 500/600 would come through resulting in the rest being dropped or missed.
- George C said it doesn't account for why Anima is not open on the weekend, Tabitha said it must be safe, on a Monday morning there would be a numerous number of triages that have waited over the weekend. On a Monday morning there are roughly 300/400 patients. There would be a huge back log from the weekend.
- Steve T said he thought Anima was a signposting system, Tabitha explained it is not it is a triaging system, explained 2 patient scenarios as to how they would be treated, whether they get signposted to a Pharmacy or come in for an appointment.
- Tabitha explained the issues that occur with patients not wanting to go to hospital when they are told to via Anima.
- It was raised about the questions that are in the anima triage whether they can be adjusted or changed to be more suitable. The medical questions cannot be changed however some can be changed such as 'How would you like us to help you today?'
- Call Centre in NSS is to be confirmed.
- Tabitha said she is happy to set up a separate meeting to go through Anima itself, if there is any complaints there is an email on Thorpe Bay Surgery which can go to the ICB.

13/11/2024

- Central Surgery will be going live with Anima early next year, patients will be notified beforehand.

New Phones at Norton Place:

- Phones have gone live - well improved phone system.
- There is a call waiting option on the line if it gets busy.

Upcoming Outreach Programme at Asda:

- We will be hosting an event at Asda on Tues 19th November and Tues 17th December between 10am and 4pm.
- There will be an opportunity to do blood pressure, height, and weight for patients. Stop smoking advice and smear information will be available.
- Chris G asked when there will be an event for Central Surgery way, Kellie said we are looking to partner up with Victoria PCN to do a joint Health and Wellbeing Day which allows Central Surgery's patients to attend.
- If anyone has any ideas of where the Health and Wellbeing Day can be in Southchurch/Southend area, let us know.

COVID-19 Autumn Booster and Flu vaccinations:

- Thursday 14th and Friday 15th November 2024 last available dates to get COVID vaccination at Norton Place due to limit supply.
- Flu vaccinations can be given by local pharmacy or GP Surgery.
- It was mentioned COVID and Flu can be given at the same time, however with RSV vaccination it should be left a couple of days apart.

MDT/INT Meetings:

- Integrated Neighbourhood Teams and Multiple Disciplinary Teams will be taking place at the PCN along with GP surgeries.
- Patients get identified by falls, frailty, dementia, long term conditions etc.
- Neighbourhood teams will help if applicable to a patient.

Big Sparks:

- Southend Council are bringing a new project out which the PCN will be helping out with.
- Big Sparks funds a project to help the community.

Actions for the next meeting:

North Shoebury and Thorpe Bay Surgery to look into developing their own PPG Group.

Date of next meeting: Tuesday 21st January at 1:30pm held at Norton Place.