

**PCS Practice North Darnall
Minutes of the Patient Participation Group Meeting**

held on
Tuesday 30th April 2024 11:00 – 12.00
Support Managers Room – North Darnall

Present:	
Michelle Town	Support Manager
Lucie Moore	Operations Manager
3 members in person	

	ITEM	Action
1.	Welcome and Apologies	
	Michelle and Lucie welcomed the members. Apologies 1 patient member	
2.	Previous Minutes and Actions	
	Previous minutes were reviewed and agreed as a true and accurate record of the meeting. The following actions were discussed. Pharmacy consultations – Michelle spoke with the Pharmacy to gather some information and printed the information sheet gave it to the members of the group to read and bring back any questions for the next meeting. All actions were complete. There were no matters arising.	
3.	Staff Updates	
	Nurse Associate Chelsea has settled in well and patients seem to like her. Member said she has seen Chelsea and said she was very nice. Dr Moira Jones is moving to Darnall Primary Care as she is a training GP, and they are a training surgery. We are recruiting for a new GP to take her place.	
4.	Practice update	
	Anima is the main topic of our Practice update and Lucie Moore has attended to answer any questions. Member said Anima is rubbish and does not like it at all, he has been registered at	

	<p>this practice for 70 years and is fed up with waiting for 30 minutes for the phone to be answered. He has no internet access, another member said it took her 3 days to get through to see GP as she was fed up with the long waiting time. Members said PCS has not helped them at all.</p> <p>Lucie explained that if no internet access is available patients can still ring the surgery as normal and the questionnaire is filled in by a receptionist, that is why calls are taking longer.</p> <p>Figures are coming out in the next few weeks and will share in the next meeting. Action: Michelle to share figures at next meeting.</p> <p>Members were informed that the Government provide patient access to be seen within a 2-week timescale.</p> <p>Members said call waiting is major issue to the elderly and there are a number of patients that are unhappy with Anima.</p> <p>Anima is open 8am – 3pm everyday online and 8am – 4.30pm in surgery, it is not integrated into the NHS app yet but are trying to get that up and running later in the year. Patients need to use the Anima website.</p> <p>Lucie explained that there is going to be Anima super users in each surgery to help patients who are having difficulty using the system.</p>	
5. Items Raised by Patients		
	<p>Self-check in seems to work well and saves time waiting at the reception desk.</p> <p>Member asked why they are still getting letters from Dr Mehrotra. Action: Lucie to look into why this is happening.</p> <p>Stoma service one member uses this service and said they deal with everything and is very happy with the service.</p>	
6. Did Not Attend (DNA)		
	<p>DNA was not discussed again at this meeting, due to anima appointment changes etc.</p>	

7.	A.O.B	
	No other business	
8.	Date of Next Meeting	
	Thursday 25 th July 10am – 11am at the Practice. If you would like to any agenda items, please contact Michelle.	