

4th March 2024	Meeting Minutes	Patient Participation Group
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Present	Stuart Abbott – Manager (SA) 3 patients GS, JS and HM	
Apologies	Dr H Edwards (HE)	

	Agenda Item / Actions	To be actioned by
1	Anima Feedback <ul style="list-style-type: none"> JS reported that she hadn't used Anima yet. GS felt that there were too many questions and the system itself was not intuitive. GS asked if there were plans for an App. SA thought there may be plans in the future but one was not available at the moment. Anima does ask for a BP, but it was asked if firstly do people have the capability to take their own BP? HM felt that a one-off reading was not adequate and accurate. It was acknowledged by SA that often the first BP reading can be high so the lower of 2 or 3 is the norm. It was also questioned if home BP machines were reliable given the variation of cost and quality available to buy. SA informed those present that a patient can bring their home BP machine to a Healthcare appointment if they are concerned, and we will compare the patient device to our readings to check the accuracy. This however is not a replacement for proper calibration which we do not offer. It was asked if Anima was saving workloads. The short-term answer is no as it has created more work for the practice assisting patients to sign up and logging symptoms for those who are new to the system or can't use/access the system and it has also increased telephone waiting times. Long term it has been proven to approximately half the number of phone calls to a practice as Morthen Road's (they went live in November 2023) call data for November and December is almost double that of January and February. It was raised that a How to Manual and User Guide for Anima along with more patient Communication would help patients with their awareness and use of Anima. SA to look at this. JS asked if Anima was just for appointments. It is primarily for triage appointment requests into order of clinical need to assist the clinicians, but it can be used for more such as Sick Notes, Copies of notes (Subject Access Requests), Private Work (completing of forms) to name a few. GS asked if Anima can be used for Prescription requests. It can but it does not integrate with the clinical system, so the staff member has to transcribe the request from Anima to our clinical system SystmOne. GS also suggested the message given to the patient about their issue being dealt with within 3 days is disheartening. SA agreed but informed the group that since our go live on the 5th of March all requests have been dealt with on the same day and assumes this message is provided by Anima as a safety net. 	SA
2	Other Business <p>General PPG Issues</p> <ul style="list-style-type: none"> It was raised by HM that the last set of minutes were not accurate enough, did not mention attendees' names or who had raised what, whilst it was acknowledged that chairing and taking minutes is not easy. SA fed back that names were not published as confidentiality was not discussed at the first meeting so it was agreed that from this meeting onwards the initials of those present would be used in the attendance list and the minutes. SA also suggested that future meeting be recorded within Teams which provides a recording and transcription service as an aide memoire, the group were in agreement with this suggestion. The demographics of the group were raised as all attendees were elderly and didn't reflect a cross section of the practice population. SA informed the group that there were a large number of interested patients from a more representative cross section. It was suggested that the next meeting be held in the evening to allow those who work the opportunity to attend. The next meeting date was set for Monday 13th My at 7pm. SMS messages were used to contact members for this meeting as not many had replied to the request to confirm / update their emails following the last meeting. Given there is more time until the next meeting the practice will endeavour to update all members email addresses and send all future meeting related information via email. There is also now a 	SA SA

	dedicated PPG email address to be used for PPG business only it is syicb-rotherham.wmpppg@nhs.net , this is already published on the website.	
	Next Meeting 13th May 2024 – Teams Meeting from 7pm	