PPG Meeting 2nd December 2024

**Attendees**

Julie Walsh – Practice Manager

Jayne Ackland - Office Manager

Anne Cunningham – PPG Member

Judith Fryer – PPG Member

Diana Scott-Cross – PPG Member

Glennys Sanders – PPG Member

Tony Rose – PPG Member

**Apologies**

Sarah Tonge

Caroline Morrice – Chairperson

Tony Cable

**Minutes**

JW opened the meeting and started with the minutes of the last meeting; they were agreed by all attendees.

**Discussion**

The group discussed JW and JA attending the Winchelsea Centre in November to speak to the local community regarding the New Anima system that was being put in place and to listen to any concerns patients have.

It was agreed that the PPG notice board needs changing up to be more exciting.

The suggestion box has been installed and the keys are held by CM.

We discussed the Anima system that is coming in and the reasons for the move over from AMGP and Accurx due to the NHS only funding one service now.

We explained that it is more AI lead and will take slightly longer to complete for the patients but will triage them to the appropriate service for their request.

We also have the facility to allow the patients to book their own appointments via a link we send them.

We had gone live and had already had 2395 sign up and 95 requests on the first day.

Log in can be done using the same sign in as the NHS App and when you go in there is 3 categories you can pick from Admin, medical and simple request.

All repeat med requests still need to come through NHS app or Airmid systems.

We then discussed treatment room services and that they were still being done at Grantham along with the ECG’s and MRI’s.

It was agreed by all that the PPG meetings would be held quarterly.

We advised the PPG that on our super Saturday flu and covid clinic there was 2500 vaccinations given.

We discussed the possibility of having bookcases in the waiting room and set up a book swap scheme for the staff and patient use.

We said that we would ask Neighbourhood Team to come along to the next meeting so they can explain there role within the community.

The WI said they were happy for us to speak to the group on the 2nd Wednesday in the month at the Methodist Church Hall and the ladies club said they will invite us to speak to them.

**Next Meeting**

To be held on Monday 3rd March at 18.30 at the surgery.