

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 6th November 2024 at 6:30pm

Chair: Keeley Goodall (Practice Support Manager)

Practice staff:

Minutes: Keeley Goodall

Visitors: Ian from Hero of Health

Members Present: JM, CL, PH, JS, AT, JW, IH, BS, DS

Apologies: JF, DH

All present members agreed the Minutes from the Wednesday 7th August 2024 meeting.

- 1) HERO OF HEALTH** – Ian, a Hero of Health volunteer attended the meeting to remind the group of the important work Hero of Health are doing within our community. Ian shared information on the weekly Hero of Health walks and explained the impact these have had on Ian himself, and on our patients. Ian showed the group the Hero of Health app and gave out copies of the Hero of Health leaflet. He also left several leaflets in the Sothall waiting room.

The Hero of Health walks are about supporting each other and improving health and wellbeing. All abilities are welcome. The Sothall walk departs from the Sothall Medical Centre car park every Thursday at 10am.

For further details visit <https://www.heroofhealth.com>

- 2) FLU UPDATE** – Keeley advised the group that Sothall are well underway with this year's Flu campaign, she also acknowledged seeing most forum members at the weekend and evening flu clinics. There are no further weekend or evening clinics planned however there are still some afternoon clinics available. Keeley informed the group that so far 1317 flu vaccines have been administered and 965 COVID vaccines. Many housebound patients have also been vaccinated however there are further housebound clinics throughout November. Keeley advised that this cohort usually takes longer as these patients are often too ill when we visit or in hospital, meaning some patients have multiple visits before we can vaccinate.
- 3) STAFFING** – Dr Ali Salama joined the practice in October, working Mondays and Tuesdays at Sothall and Fridays at Anima. We have also successfully recruited another GP, Dr Debbie Curran. Dr Curran has vast experience and was previously a GP partner. Dr Curran joined us November 4th, working Mondays, Wednesdays, and Fridays.
- 4) ADDITIONAL SERVICES PILOT** – Keeley advised that as part of the network, Sothall are involved in a pilot scheme looking at capacity within the surgery. The surgery team

are taking part in several surveys and data collection and in return they will receive funding to use for additional capacity. The funding for the additional capacity is being looked at and plans are being discussed. We are planning on increasing our capacity within the pharmacy and nursing team, we are also looking at GP sessions solely for admin. Keeley asked the group for any other suggestions.

5) ANIMA FEEDBACK – Keeley asked the forum for feedback regarding Anima, she asked who had used it and their thoughts. One forum member had used Anima 4 times and had mixed experiences. The member thought that there were too many questions when submitting a request and that several questions were irrelevant. They felt that the software wasn't 'polished' and needed updating on a regular basis. Keeley advised when submitting a request rather than select a condition, if you select 'condition not listed' this allows to bypass some questions and makes for a simpler process. Keeley also advised that Anima is to be used for GP and ANP appointments. For Nurse or Health Care assistants we would encourage patients to still contact the surgery. Two other forum members advised that reception completed Anima on their behalf, they agreed that it felt long winded, but they did receive appointments. A member asked if the phone message when calling the surgery could be made shorter. He suggested asking patients to press a number to hear about Anima rather than the Anima message play every time. Keeley thought this was a good idea and would look at implementing. Discussion was also had regarding accessing Anima. Keeley advised there is a way to save Anima onto your phone making access easier. Click the following link for details [How can I add Anima to my phone's home screen? | Anima](#)

6) AOB – A forum member asked if there was anything we could do to encourage more patients to use the self-check in machine, he suggested more signposting and adding a poster to the internal door. Keeley agreed that this was a good idea and something she would look at doing.

There being no further discussions, the meeting closed at 19.40pm

Next meeting – Provisionally Wednesday 8th January 2025, 6.30pm – 8:00pm in the Practice waiting room.