

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 8th January 2025 at 6:30pm

Chair: Keeley Goodall (Practice Support Manager)

Practice staff:

Minutes: Keeley Goodall

Visitors:

Members Present: DS, BS, CL, CF, PH, JW, CW

Apologies: AF, AT, RE

All present members agreed the Minutes from the Wednesday 6th November 2024 meeting.

1) **PHISHING SMS MESSAGE** – Keeley informed the group of a recent scam circulating. Patients are being sent a spam SMS message pretending to be from the practice or the NHS. The message asks patients to update their information, or they will be suspended from the surgery. Keeley advised the group that this is not something the surgery or the NHS would do. She asked the forum to be vigilant. A member of the forum did state that it is often difficult to know what is / isn't genuine.

2) **FLU UPDATE** – Keeley advised that Sothall have had another successful Flu campaign and only have a small number of vaccines available. All eligible patients have now been invited x3 times. Keeley encouraged anyone still wanting to have the flu vaccine to arrange an appointment asap.

3) **STAFFING** – Staffing has been more stable than of late. Keeley discussed a current vacancy for a part time Receptionist. Plans are also being finalized for additional capacity using funding from the NHS Test pilot scheme that was discussed during November's forum. Plans include a full time Pharmacy Technician and x3 GP admin sessions. A forum member asked what the role of a Pharmacy Technician involved. Keeley passed on Dr Leonards' apologies as she had planned on attending the meeting, however she had a family emergency. Keeley advised the team that Dr Leonard was planning on retiring from the practice in March. Keeley advised PCS are currently recruiting for a new Clinical Lead.

4) **ANIMA UPDATE** – Keeley discussed some current improvement work PCS were doing regarding Anima. Sothall regularly share feedback with the Anima team and update them on any issues. Keeley asked for further feedback from the forum. General consensus was positive with members happy with a quick response time and the option to prebook an appointment at a suitable time. The forum did however advise that they feel the number of questions is too long winded and repetitive. One

member suggested having two tabs, one for a new problem and one for a follow up, Keeley advised she would feed this back to the Anima team. Another member asked regarding an Anima APP. Keeley advised this was something she had previously queried but was told this is not currently in the pipeline.

- 5) AOB** – A forum member mentioned the staff car park and how full it can be. Keeley to remind staff not to park in here and to use parking at the Belfry.

There being no further discussions, the meeting closed at 19.30pm

Next meeting – Provisionally Wednesday 5th March 2025, 6.30pm – 8:00pm in the Practice waiting room.