

PCS Sothall
Minutes of the Patient Forum Meeting
Wednesday July 8th 6.30pm - 8.00pm

Present:	Apologies:
Keeley Goodall - Support Manager	DH, JF, DS, BS, JM
Lynsey Hughes - PCS Director of Operations	
JW, AT, JS, SS, RE	

	ITEM	Action
1.	Matters Arising	
	Welcome Actions from previous minutes - All present members agreed on the minutes from Wednesday, 8th April 2026 meeting.	
2.	ANIMA Presentation and Feedback	
	Lynsey introduced herself and talked through an Anima presentation. She then asked the forum about their experiences of using Anima and ANDI (AI Receptionist). A forum member gave an example of a recent good experience where she received a call from an Anima GP and was prescribed medication. She was happy with this and felt it had been dealt with appropriately. However, two weeks later she tried to submit a follow up request but found there was no relevant category to select within Anima. In the end she contacted reception for a receptionist to submit a request on her behalf. Discussion was had regarding how this could be improved. <i>Lynsey / Keeley to look at the possibility of ANIMA texting pre bookable links for patients to arrange follow ups at the point of the initial request, when appropriate to do so.</i> Quick Queries - A forum member expressed their frustration in using Anima to ask a GP for a simple query or to seek clarification. <i>Lynsey / Keeley to look at whether sorter telephone slots can be added at the end of clinics. Careful consideration is needed to ensure if this is implemented that it is used appropriately.</i> Anima Closing Early - Discussion was had regarding Anima closing early. Lynsey advised that Anima is now open from 8.am - 6.30pm as this is a contractual agreement. The only time it should close earlier is during staffing protected learning afternoons. Poor System to Use - Some members expressed frustration with Animas functionality and how they feel irrelevant questions are being asked. Lynsey	LH / KG

explained the mapping in the background and how these questions were used to ensure correct signposting and to help identify urgent issues.

Hubs - Discussion was had regarding being signposted to hubs and the walk-in centre instead of being given an appointment at Sothall. Lynsey explained that this is when Anima believe the patient has an urgent issue, but the surgery has no on the day capacity. She advised the walk-in centre has specific GP appointments that Anima can book into, however these are limited and book up quickly. Keeley also explained that work has been done at Sothall to try and stop overriding of same day appointments as on some days very little appointments were available due to overbooking beforehand. This has greatly improved.

Text Confirmation - A member asked if a tick button was possible on text confirmations so patients could tick to confirm they had received and read their appointment details, anyone who hadn't ticked could they receive a phone call from reception advising them of an appointment. Keeley explained that this would be difficult for reception to manage with their current workload.

Lynsey, however, will speak to Anima and see if this is something the software would allow.

Feels No Longer Human and Tick Box - A member felt ANIMA lacked the personal touch of speaking with someone. They also explained the difficulty in submitting an Anima request and not being immediately aware if they have an appointment. Previously they would know the outcome straight away. Lynsey explained ANIMA triage tries to get the right people an appointment and it is no longer fastest first.

Is Anima AI - A member asked this question. Lynsey stated that ANIMA does give the triage team and AI overview on the patients' conditions and the Anima request details. However, it still relies on clinicians using clinical judgement to assess the request.

Discussion then moved onto ANDI, the AI receptionist. Lynsey explained how ANDI works and asked the forum if they thought we should keep ANDI. The forum all agreed that as this was an additional service it should be kept. A forum member did however ask if it was obvious that ANDI was AI? Keeley advised that it did state this on the telephone message. This member agreed to look at the telephone transcript to advise on how this could be improved. Keeley to email a copy.

ANIMA - Are we happy with it or do we want to move to another system? Discussion was had regarding similar triage systems and Lynsey explained why ANIMA was chosen.

Members of the forum asked for further data on the use of both ANIMA and ANDI, including how many patients use ANDI and do the same patients that used ANDI initially still use? Prescriptions, how many patients are still calling for repeat prescriptions vs how many are using online methods, how many patients are submitting their own Anima requests and how many are contacting the surgery?

	Lynsey advised this data would be collated and that she would bring this along to the next meeting. After no further discussion the meeting closed at 20:05.	
6.	Date of Next Meeting	
	Next meeting – Wednesday 7^h October 2026, 6.30pm – 7:30pm in the Practice waiting room.	