

Meeting Minutes

Meeting Date: Monday 18th April 2025

Meeting Time: 14.00

Meeting Location: Limes Medical Centre teams Meeting

Patient Participation Group Meeting

Present: Pauleen Farrance Chair, Errol White (Practice Manager), Kate Wilson (PPG Member)

Apologies: Maxine Meech (Operations Manager), John Gibson (PPG Member)

1. Anima, Online consultation

Errol Advised that the surgery had changed this week the online consultation package and have moved from eConsult to Anima. The surgery has moved to a total triage approach. This approach now enables the senior GP on site to review all requests for support from the surgery and will allocate more efficiently based on patient need rather than the first come first serve basis. Before this relied on the reception staff to allocate bookings, though appropriately trained this may eliminate inappropriate appointments freeing up more other patients. We are now in the second week and though very early days the process has worked very well. We shall continue to monitor. Persons who do not have access to the internet can ring the surgery and the reception can complete the consultation for them, this will go through to the triage GP.

2. Telephones

The surgery has now moved to call back functionality on the phones so patients ringing in can be queued and called back when reception are managing calls.

3. Website

Kate had spent some time identifying how the website could be improved for patient understanding, clarity was required through use of different words for describing the same process, it was felt that some areas were too wordy and not simplified enough. Errol explained that the website was being redeveloped to meet the requirements of the NHS and have similar characteristics to all other NHS websites in layout and colour use. When completed we can review any further updates needed.

4. Health Hub

Pauline discussed the new Health Hub that was being developed in Westwood. Errol explained was a Community trust project and was aware of diagnostic services going in.

5. New GP

Errol advise that the surgery has employed a new GP Dr Tania for two days a week. Agreed was good news.

Any other business

PPG- Pauline raised need to have more information and better exposure for the people to join the Patient Participation Group.

Room Development- Was delayed due to the Landlord and NHSE not agreeing new rent reimbursement rates.

Reception- Paulines raised concerns around how reception had presented recently when attending the surgery. EW would discuss as a development for the team.

Date of next meeting: - 11th August 2025 at 13:30