

## Harold Street Medical Centre Patient Participation Group

Date: Thursday 22<sup>nd</sup> February

Item	
<b>1.</b>	<p><b>Welcome and Apologies</b></p> <p>PG- Patient SG-Patient JO-Patient LH-PCS Operations NA-Harold St Manager JH- Harold St Nurse</p> <p>Apologies from 1 patient.</p>
<b>2.</b>	<p><b>Actions from previous meeting</b></p> <p><b>Self- help-</b> LH updated on the changes that have been made to the website. Some services have been added including details of menopause events and Talking Therapies. There is also a section at the top that links to NHS.uk. The posters in the practice have been updated.</p> <p><b>Smears-</b> The smear activity was discussed. The practice has been making a concerted effort to encourage patients to have smears. The practice has undertaken more smears since the last PPG, than previously. We are also now accurately recording the recall (calling patients for smears). LH showed the Group the smear documents she had sourced in Bengali and Arabic to be used to explain smears to patients.</p> <p>NA explained how she had been speaking to many women in Arabic, they often booked appointments on the call but then later cancelled. The group discussed keeping smears central to all activity and adding smear information to websites in languages. PG asked if the new triage system (Anima) could be used to 'pop up' alerts to patients. LH didn't think this was possible unfortunately, but 'book cervical smear' was one of the few icons shown to all patients logging in.</p>
<b>3.</b>	<p><b>Patient charter</b></p> <p>LH had brought the PCS charter to see if the PPG felt it was applicable to Harold Street or not. The PPG agreed to mull over the charter and come back to LH.</p> <p><b>ACTION-</b> PPG to comment on patient charter via email and for decision on whether it is to be adopted to be completed via email chain.</p>
<b>4</b>	<p><b>Anima and phones</b></p> <p>LH updated on the Anima go-live and shared the specific patient feedback that had been gathered. It was discussed that the feedback showed that those calling the practice were not happy with having to answer more questions.</p> <p>There was discussion about the system. PG had used the system twice and had a same day appointment the first time, and an appointment 2 days later for the follow-up. He said it worked</p>

	<p>but he did think the amount of questions could be off-putting. LH explained that some forms have less questions than others. LH agreed to look at reducing the number of forms available for patients to access</p> <p>ACTION LH to reduce the number of Anima forms available to patients. <i>Post meeting note- this has been actioned and will be trialled with feedback from clinicians and patients.</i></p> <p>LH discussed that she had looked at the patient feedback and drafted a FAQ document with more information about Anima to share with patients.</p> <p>ACTION -LH to publish FAQ</p> <p>LH discussed how Anima was implemented to help manage demand and we were already seeing the benefits of this. NA reflected that we have gone from not having routine (not same day) appointments for several weeks, to having appointment within 2 days, and plenty of same day capacity. LH explained this was because the triage team were dealing with many requests. The hubs and paramedic visiting service was discussed. SG explained she didn't know that the hubs now offered routine appointments. PG said he thought it might be useful to explain to patients that hubs were available and SG thought it may be good to also include that hubs could complete smears and other services.</p> <p>ACTION- LH to change Anima to include details of evening appointments as the patient sign on -<i>Post action note- completed</i></p> <p>LH explained we were also seeing some unexpected benefits in other practices with increased smear uptake, so we may see the same in Harold St.</p> <p>LH also updated that the phone system should be installed soon. The phone system allows patients to hang up and be called back, and also links directly into the patient record, making it easier for staff to find patients.</p>
<p><b>5</b></p>	<p><b>Update on practice ownership</b></p> <p>LH updated the PPG that due to personal circumstances one of the GPs was taking some time away. We have however recruited an excellent female GP who will start working Mondays in May, and pick up more sessions later in the year.</p> <p>LH also explained that the PPG (group of practices working together) is about to change. Harold St will be joining Sevenhills and the closest practice is in the City centre. As part of this change the practice will benefit from gaining more pharmacy time from April. The hub location however will also change. The practice is soon to start delivering ECGs and NHS Health checks.</p> <p>Finally LH updated that the future of the practice ownership was still uncertain. PCS would run the contract until December.</p>
<p><b>6.</b></p>	<p><b>AOB</b></p> <p>SG explained certain vaccines weren't showing in the NHS App. After review it is believed this is due to the data changing from opt in to opt out in late 2023, and this data pre-dating this.</p>

**Next Meeting: Thursday 25<sup>th</sup> April 2pm start**