

HANHAM HEALTH

PPG MEETING MONDAY 8TH JANUARY 2024

COMMENCING 1.30PM

ATTENDEES:-

Tony Spreadbury – Chair, Ray Garmston, Sarah Warren, Judith Norley, Jean Armstrong, Heather Thomas, Kelly Cole, Dr Jayne Ayers

Apologies – Margaret Slucutt, Andy Mintram

1. Tony Spreadbury welcomed everyone to the meeting.
2. **MATTERS ARISING**
 - a. Pharmacy at Hanham Surgery

The new Manager at the Pharmacy (Alexander) will be attending the PPG meeting to be held on the 4/03/2024.

PPG members to co-ordinate questions/suggestions to discuss with the new Manager.
 - b. The Senior Assistant at the Pharmacy raised some points for the PPG to consider and report back
 - i. Prescriptions that are “approved” does not mean ready
 - ii. Items not in stock – Communication between Practice and Pharmacy – to discuss with new Pharmacy Manager at March meeting
3. **NAPP**

GDPR requirements to be discussed at next meeting.

KC to arrange NAPP Annual renewal.
4. **PRACTICE UPDATE – ANIMA**
 - a. KC set out the figures for patients using the system – 17,654 have registered to use the system. 443 new patients in the last week.

MOG (Multidisciplinary operational Group) has been set up by the practice to review Anima and ways of working. These meetings are being held bi-monthly alongside regular monthly meetings with the surgery Anima account manager.

Patients presenting at front desk - Reception can still complete form for a patient. There is a short form that can be used to speed up the process however this is only appropriate for those patients who have an email address as the short form does not capture all the

information a clinician may need to adequately triage. By having an email, it allows the clinician to message the patient and ask for further details if needed. RG asked whether short form can be used online.

Discussion about use of Anima. KC was asked to find out closest surgery to HH re Anima.

It was mooted we need to see data. AM to produce.

- b. KC informed the meeting about state of latest recruitment and staff issues over the Christmas period. 3 Receptionists lost over the Christmas period. 140 hours per week of reception still required. 3 new staff started in December.
- c. Jean discussed the fact that ANIMA password does not work. Her son explained to her what was wrong – as follows

“A new password is being registered but the rest of the reset programme is flawed as does not allow the new password to be used.

2 possible reasons:-

The password reset coding is flawed

Password entry scripts are flawed

Whoever wrote the programme is getting their clients, who have bought this programme, to do the Company's beta testing for them and paying for the privilege of doing so”

- d. JN raised the query regarding HH has been awarded the contract for Substance Misuse (Drug and Alcohol Services) in South Glos. She asked what the impact on the Practice this would have. JA responded that probably very little impact as the Clinicians involved would possibly be doing most of the work in their own time. KC to ask AM for clarity.
- e. Heather Thomas – HT has been asked by the practice to attend an event (Community Health Prevention Hub) that is designed to assist patients who may be vulnerable due to multiple health conditions, housing conditions etc. The sessions will involve groupwork looking at how to improve lifestyle and wellbeing and the expert patients will be on hand with stories about how they have managed to overcome difficulties and improve their wellbeing in some way.

5. **HEALTHWATCH**

Anna King is the new Healthwatch rep - to be contacted to see if she was able to attend May meeting.

6. **WALK AND TALK**

12/2/2024 with refreshments at Jean's.

7. **ALMONDSBURY PPG UPDATE**

22 attended. Dr Warren leaving. They were concerned whether the replacement would be based at Almondsbury or Hanham. Flu jab lower uptake. As was at HH. This was attributed to patients going to Pharmacies and also declining the vaccination.

8. **OPEN MIND ACTIVE**

Margaret to update at next meeting,

9. **COMMUNICATION**

A discussion around communication and how to go about it. RG felt we should revisit advert.

Speak to Almondsbury PPG. The 'Week-in' is now only online but 'Longwell Green Voice' is an option if we want to do surgery comms in local hard copy publications.

10. **PROJECT FOR 2024**

Pharmacy – It was discussed that the group would like to support the surgery in strengthening the relationship between the surgery and the pharmacy and also review the service that is offered to patients from the pharmacy onsite. First action – Alex the new Pharmacy Manager to attend next meeting for initial discussions.

11. **AOB**

JA was concerned about amount of new housing in the area and the impact on the Surgery. Discussion around this.