

Higham Ferrers Surgery
Patient Participation Group Meeting
19th March 2025
Minutes

Attendees: SR, MD

Apologies: KL, ER, DG, DW

Agenda Items

Introduction: MG welcomed everyone to the PPG, thanked them for attending today and gave apologies from those who could not attend.

Anima: MG advised that Anima has now gone full total triage within the practice. The practice has contacted all vulnerable patients on their reports and offered those patients support with Anima or has advised them that they are still able to contact the practice, and the reception team will submit an Anima request on their behalf. Whilst going through the vulnerable lists most of these patients have signed up and are using Anima anyway. MG advised that he holds tech sessions each week on a Wednesday, so if patients are having issues, they can contact reception who will book the patient an appointment with MG who can assist them in setting up Anima, give advice and guidance on how to use Anima or answer any questions about Anima.

CBT: MG advised that since going full Anima triage, the practice has noticed a significant drop in calls. On average calls have reduced by nearly 35%. And call-wait times have decreased from 15m to 6m50.

Covid Booster Vaccs: MG advised that the Spring 2025 covid booster vaccinations will be coming next month (April). Eligible patients are: Care home & Housebound, age 75+ and Immunosuppressed Patients. Invitations will be sent out in the next few weeks. Vaccinations will start from 1st April till the 17th June.

ENPA: DG not at meeting so cannot update on ENPA, MG tried to contact ENPA president for their minutes but has not heard back from them.

Spring Newsletter: MG asked if anyone has any ideas for the Spring Newsletter, if so please let him know by Friday 4th April.

AOB: MG showed members a poster that KL had made and sent to him. The poster is a quick view chart on what information is needed when calling emergency services. In a previous meeting it was discussed that this poster would be useful to pass onto schools and children (or parents) who visit the practice. MD advised that it could also be given to day centers or places where the elderly can get a copy, as it may be helpful for them to use, especially those who have memory issues. MG advised that the poster will also be put up on the Higham Ferrers website for patients to download and use.

SR advised that when using the NHS App to request her repeat medication, she sometimes puts her controlled medication request in the notes section of her request form. However, she notices that this does not always get picked up by the practice and that she needs to call up the practice and request her controlled medication. SR asked why does the request not always come through?

MG advised that the NHS App is not managed or run by the practice and they do not get control of what comes through from the NHS App. On the NHS App it does stipulate 'Your note may not be seen or replied to. If it's urgent, contact your GP surgery', So even though the practice do advise patients to try and request their medication this way, it is not a fool proof way of requesting non-repeat medication. Also, patients should not be calling the practice to request their medication. The correct protocol to request non-repeat (controlled) medication is to submit an Anima request, fill out a prescription form in the foyer of the practice, or submit a prescription request on the practice website.

Date of next meeting: Wednesday 14th May at 5pm.