

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 10th April 2024 at 6:30pm

Chair: Keeley Goodall (Practice Support Manager)
Practice staff: Dr Leonard
Minutes: Keeley Goodall
Visitors: Laura Carnall (PCS Clinical Nurse Manager)
Members Present: JM, RE, PH, CL, CF, JW, DH, JS, BS, DS.
Apologies: CA

All present members agreed the Minutes from the Wednesday 7th February 2024 meeting.

- 1) Keeley Introduced herself as the Practice Support Manager and Laura Carnall as Clinical Nurse Manager.** Keeley advised that Michael is now in his new post as PCS Senior Project Manager and Keeley is now in post as the Sothall Support Manager.

INR – Keeley explained that Laura Carnall was in attendance to discuss the recent changes to the INR procedure. Laura confirmed that in line with other PCS practices INR dosing would be transferring from Sothall Medical Centre to anti coagulation at the Royal Hallamshire Hospital. Laura discussed how this decision had been made for patient safety. The decline in the number of INR patients had resulted in practices having less staff skilled in the dosing of warfarin. This is due to newer medications, call DOAC's that are better tolerated by patients and require less monitoring. Laura advised that patients need to attend the hospital for an initial consultation, but that Sothall should still be able to take venous samples and send these off for dosing. One member asked what INR referred to, Laura explained INR (International normalized ratio) is a blood test that tells you how long it takes for your blood to clot. The result is then used to work out what warfarin dose you should take. Another member asked why they had not been consulted before a decision was made and expressed his frustration at receiving a letter from the hospital regarding an appointment before receiving a letter from Sothall advising of the change. Dr Leonard explained that she had dealt with the Sothall letters and could only apologize the hospital letter had reached the patient first.

- 2) ANIMA** – Keeley informed the group that no date had yet been set for Sothall to move across to Anima. The delay is due to ensuring that when Sothall do move across the team can manage the capacity. Keeley advised that Anima was relatively new to PCS and that they had been sensible in their approach, adding a practice at a time and tweaking / amending as they go. A recent patient survey had been sent to all patients regarding Anima, members were encouraged to complete this if they are able to. A member asked what Anima was as she was unable to attend the previous meeting. Keeley explained that Anima is a 'total triage' system, patients can send requests online

(telephone calls will be converted by our reception staff onto online referrals). The system will prioritise all requests based on clinical urgency. All requests are reviewed by a clinical team consisting of GP's and ANP's / ACP's. Advice will be given based on this clinical triage and where required; a face-to-face appointment will be arranged.

- 3) **Staffing:** Unfortunately, Dr Tifase and Caroline Grix, Practice Nurse will both leave Sothall in June. A member asked why DR Tifase was leaving as he had only recently joined the practice. Keeley advised that this was due to personal reasons and confirmed that it wasn't through any fault or issues at Sothall. Keeley confirmed that both positions would be recruited for. A new ACP, Laura Latham is due to start at the end of May and Dr Leonard advised that Dr Nash would be returning from maternity leave in June.
- 4) **'Hero of Health' walks** – just a reminder, this walk departs from Sothall Medical Centre car park every Thursday at 10am. The walks are led by Dr Linda Mizun, there is no need to book in advance. Please spread the word.
- 5) **COVID Spring Boosters** – Early stages of planning the COVID spring boosters are taking place. Housebound patients will be vaccinated first, closely followed by all other eligible patients. Spring boosters are being offered to those aged 75 and over, those living in a care home for older adults, and anyone aged 6 months or over and have a weakened immune system. A member asked what was meant by patients with a weakened immune system, they were advised that this includes patients currently on chemotherapy, have HIV or AIDS, have had an organ transplant, certain autoimmune or inflammatory conditions. Members were advised to speak to a GP if they felt they should be included and hadn't been contacted in the next few weeks.
- 6) **Patient DNAs** – A forum member asked that DNAs (patients not attending for appointments) was added for discussion prior to the meeting. Keeley referred to a recent Facebook post detailing the number of DNAs in February. Keeley advised that this is difficult to deal with as some patients have genuine reasons for missing appointments. A member asked why the surgery didn't call these patients to ask why they haven't attended. Keeley explained that this wasn't in the surgeries capacity however discussion is being had with PCS regarding their DNA policy. A member advised that they haven't been receiving appointment reminders, Keeley asked the group if anyone else has had this issue as reminders are an organization setting and if turned on, are sent to all patients with SMS consent. Another member also reported the issue; however, the rest of the group do receive reminders. Keeley to investigate.
- 7) **AOB** – A member referred to a previous issue with notes on online prescription requests being ignored. Keeley apologized for anything missed and advised that this would be discussed with the Reception Team Leader. Keeley explained how the online requests are displayed and that any notes added don't stand out and are embedded within a lot of other information, although this wasn't an excuse for missing requests. Keeley had

previously spoken with local IT and the NHS App team to see if this could be formatted better however this is not possible.

There being no further discussions, the meeting closed at 19:20

Next meeting – Provisionally Wednesday 5th June 2024, 6.30pm – 8:00pm in the Practice waiting room.