

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 7th February 2024 at 6:30pm

- Chair:** Michael Lyall (Practice Manager)
- Practice staff:** Keeley Goodall (Practice Support Manager), Dr Welch, Dr Leonard
- Minutes:** Michael Lyall
- Visitors:** Neil Cormack (PCS Marketing and engagement specialist) Lynsey Hughes (PCS Director of operations)
- Members Present:** CL, JM, JW, DH, BS, DS, PH, AT, JS, RE.
- Apologies:** FR.

All present members agreed the Minutes from the Wednesday 6th December 2023 meeting.

- 1) Michael Introduced today's guests;** - Keeley Goodall PCS Practice Support Manager. Neil Cormack PCS Marketing and engagement Specialist. Lynsey Hughes PCS Director of Operations.
- 2) PCS Sothall;**- Neil Cormack (PCS Marketing and engagement specialist) introduced Primary Care Sheffield (PCS) in more detail to the Forum. He then went on to explain the branding of PCS and how PCS will be bringing Sothall in line with their corporate image using PCS branding (example below). This will start to appear on various documents. The medical Center will still be known as Sothall Medical Centre however you may also see it referred to as PCS Sothall.
<https://primarycaresheffield.org.uk/>.



- 3) ANIMA;** Lynsey Hughes (PCS Director of operations) introduced ANIMA, this is a new way for Patients to engage with the practice. It will make it easier for patients to contact the practice electronically. Other options are also in place to ensure patients who prefer other methods are not disadvantaged. We are hoping to introduce this around March. The system is a 'total triage' system, patients can book 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. This system does not currently affect Nurse or HCA appointments which will continue to be booked as they currently are. PCS have already started using this at other practices and the feedback is mixed but generally positive. [Anima | For patients \(animahhealth.com\)](https://www.animahhealth.com/) . The forum asked

where the triage team will be based, Lynsey explained that the triage team is remote, it is staffed by GP's and ANP's / ACP's. The team are already active however as Sothall has 10,000 patients the intention is that a small amount of Sothall staff will support this team who currently operate from Darnall (North site). This team may call the patient directly, send relevant advice or arrange a Face-to-Face appointment. Appointments would usually be at Sothall, although we do have various alternatives such as out of hours appointments at Crystal Peaks etc.

- 4) **Staffing:** this seems far more stable than previous meetings, Sharon our ANP has left the practice and plans are already in place to replace Sharon with another ANP / ACP around April.
- 5) **'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 although this can be done via QR code on our practice notice board or following the link below. Please spread the word. These walks are all about supporting each other and improving health and general wellbeing and have been very well received by everyone who attends. There are some amazing stories from attendees who have completely reversed long term health conditions including patients who no longer require medication. Healthy eating is also a big part of this program, this is discussed during the walks and there is also a separate cooking course. Eligibility and criteria for the cooking course applies. [Hero of Health | health and wellbeing](#) App;- [Available here](#)
- 6) **Forum question-** One member asked if appointments could be cancelled by a physical staff member rather than the 'auto attendant' message. Michael explained the rationale for the 'auto attendant'. Cancelling appointments is via option 1 on the telephones, this negates any queuing meaning that cancelling appointments is quick and easy regardless of how busy the telephones are. It also ensures that the staff dealing with patients booking appointments can concentrate on those in the queue. We thought that it's unlikely most patients would hold to let us know they are not attending. It was suggested that on several occasions' appointments had been cancelled in error or not cancelled. ML conceded that sometimes patients do not leave sufficient information for us to ensure their appointment is cancelled but we still feel there is a benefit in time saving. We also discussed that ANIMA should make this process easier and patients will have an option to cancel online. *Post meeting note;- we have spoken to our system provider (SystmOne) and although this process can't be automated, our reception staff will now send patients who cancel appointments a text stating that their appointment has been canceled, please note that at busy times this may take some time to come through.*
- 7) **Anyone a keen Gardner?** – Michael explained that we have a small staff garden behind the practice, we have already spent some time making it more user- friendly and now just need some plants planting if anyone would like to help. We would provide the plants / bulbs etc.? Although it is a 'cheeky' ask, we felt that someone out there might like to volunteer!

- 8) Complement:-** Michael explained that although we don't usually mention complaints or compliments, this had been requested and received at the end of January ;- "I know that all too often the health center receives criticism from patients, but I would like it to be noted that recently I was very impressed with the staff. I needed to call the center three times and each time the telephone system worked very well, the receptionists were very kind and helpful, and the medical staff were excellent. Each time I was dealt with very quickly, my test results were responded to very promptly, I was able to speak to appropriate health professionals and get a quick hospital appointment. I feel it is very important for the staff to be appreciated when they do a good job so I wondered if you could mention this at the patient forum meeting. Thank you!
- 9) AOB** Michael explained that Keeley as the new Practice Support Manager would be chairing future meetings. It was asked if PCS staff would join as they have today? We feel that when appropriate PCS will join the meeting although there will be times when there's nothing specific for other PCS staff to add, Lynsey pointed out that as the Practice is now a PCS managed practice, Keeley is now PCS staff.

There being no further discussions, the meeting closed at 19:35

Next meeting – Provisionally Wednesday 10th April 2024, 6.30pm – 8:00pm in the Practice waiting room.