

PCS Sothall
Minutes of the Patient Participation Group Meeting
held on
Wednesday 5th March 2025 – 6.30pm

Present:	
KG Goodall (KG)	Practice Support Manager (Chair/Minute taker)
DF, RF, RE, JM, DH, CL, DS, BS, BB, AT, JS, JW, CH	Patients
Apologies:	
CF	Patient

	ITEM	Action
1.	Matters Arising	
	<p>KG welcomed everyone to the meeting, noting the apologies from above.</p> <p>Minutes of the last meeting – 8th January 2025, were agreed as a true and accurate record and were approved.</p>	
2.	Sothall Facebook Page	
	<p>KG advised that the Sothall Facebook page is now jointly managed by the Practice and Redmoor Health. Redmoor Health regularly post key messages and generic health content. The practice however still posts personalized and urgent messages. This enables us to have a greater social media presence without the pressure of managing it. KG advised this was funded by the ICB (Integrated Care Board), so it's of no cost to the practice.</p>	
3.	Sothall Website	
	<p>KG informed the forum that the Sothall website, sothall.net has recently changed providers. She explained this was in line with other PCS practices. The content remains the same, but the layout has changed.</p>	
4.	Staffing	
	<p>KG advised that a new receptionist has successfully been recruited. The new team member is due to start in the next few weeks once all HR checks have been finalised. KG explained that reception have been down two members since the start of the year. She advised that the team are doing their best to maintain high standards but that call waiting times have been</p>	

<p>higher recently due to a reduction in staff. A forum member advised that she always receives a good service from the reception team and noted how friendly, efficient and polite the team are. KG thanked her and advised she would feed this back. KG advised that Dr Salama had now left the practice and reminded the forum that Dr Leonard is due to retire mid-March. She also advised that Dr Bird is due to start maternity leave early April.</p> <p>KG explained that PCS are actively recruiting and that she had met with a potential new GP just last week and was meeting with another GP this week. A member of the forum wanted to personally thank Dr Leonard for her hard work and dedication over the years.</p>	
<p>5. Patient Forum Dates</p> <p>KG updated the forum on the changes to the patient forum dates. She advised that from now on they will be held every three months, rather than bimonthly. This is in line with the other PCS practices. KG explained that PCS will often share agenda items that they want discussing at all patient forums, some items may be time sensitive. KG stated that she hadn't changed the date of the March forum to April, in line with other PCS practices as it was too short notice, this does however mean that the next forum isn't until July. KG advised that the members have her email details, or they can contact reception should they wish to discuss anything before the next forum.</p>	
<p>6. Anima Closing Early</p> <p>A member of the forum asked for this to be added to the agenda. He wanted clarification on why Anima had previously closed early. KG advised that on occasion, if there are too many requests, Amina has closed early. This is for safety reasons and not a decision that Anima take lightly. She explained that if Anima is closed early, it is to ensure that the team can safely deal with any requests already submitted. Patients are still able to contact reception if they feel they have an urgent request.</p> <p>A member of the forum asked how a patient could advise Anima if they were working and could only attend for an appointment after a certain time. KG explained that within Anima it asks for availability, patients can add times or dates they can or can't attend.</p> <p>A few members advised that they had recently sent an Anima request and had received a link to prebook an appointment, when trying to prebook the next appointment wasn't for a few weeks. KG advised she would feed this back to the Anima team and that it was something she was already aware of.</p>	

	<p>Discussion was then had regarding Pharmacy First and how patients can see a participating pharmacist with a range of different illnesses. A member advised she wasn't aware of this; discussion was then had regarding promoting this service. Another forum member advised that she has access to a local notice board and would happily display anything the practice wanted. KG thanked her and discussion was had at the end of the meeting regarding this, with the forum member giving KG her address details. Discussion was also had regarding promoting Pharmacy First with posters in the waiting room and resharing details on social media.</p>	
7.	AOB	
	<p>A forum member advised that since the last meeting and the discussion around the role of the pharmacy technician, he'd had telephone call with one of our Pharmacy Technicians regarding his medication. The member advised that the technician was helpful, knowledgeable and sorted the issue. KG thanked him for his feedback and advised that she would pass this on to the team.</p>	
8.	Date of Next Meeting	
	<p>Provisionally 2nd July 2025 – 6.30pm – 8.00pm in the Practice Waiting Room.</p>	