

**PCS Sothall
Minutes of the Patient Forum Meeting**

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| Present: | Apologies: |
| Keeley Goodall | JM, BS, DS |
| CF, AT, SS, JS | |
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| | ITEM | Action |
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| 1. | Matters Arising | |
| | <p>Welcome</p> <p>Actions from previous minutes - All present members agreed on the minutes from Wednesday, 7th January 2026 meeting.</p> | |
| 2. | Staffing Update | |
| | <p>Keeley advised that a GP currently on maternity leave is returning in the next few weeks.</p> <p>We have now successfully appointed a Reception team Leader. The role has been filled internally.</p> | |
| 3. | Covid Spring Boosters | |
| | <p>Keeley advised that as per previous years we are vaccinating our housebound patients, with home visits taking place throughout April. Other eligible cohorts can attend local pharmacies or call 119 for details of local vaccination centers.</p> | |
| 4. | ANDI - AI Receptionist | |
| | <p>Keeley asked for feedback regarding Andi, The AI Receptionist. None of the forum members in attendance has used Andi. However, a forum member did advise that a friend of his had used Andi and it worked well.</p> <p>Discussion then moved to Anima, frustrations regarding its functionality were discussed. A forum member asked if a senior member of PCS / Anima could attend a future meeting so issues could be addressed directly. Keeley advised she would arrange this with the wider PCS management team.</p> | |

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| 5. | AOB |
| | <p>1) A forum member asked if there was a way of notifying patients if a GP was running late. Keeley to discuss this with the Reception Team Leader and ensure that the Receptionist working on the front desk keeps patients updated should any lateness occur.</p> <p>There being nothing further, the meeting closed at 7.30pm.</p> |
| 6. | Date of Next Meeting |
| | <p>Next meeting – Wednesday 8th July 2026, 6.30pm – 7:30pm in the Practice waiting room.</p> |