

PCS Sothall
Minutes of the Patient Forum Meeting
Wednesday Oct 7th 6.30pm - 7.30pm

Present:	Apologies:
Keeley Goodall - Support Manager	CF, JW, DS, BS
Lynsey Hughes - PCS Director of Operations	
Dr Grace Vas - GP and PCS Deputy Clinical Director	
RE, AT, JS, SS	

	ITEM	Action
1.	Matters Arising	
	Welcome Actions from previous minutes - All present members agreed on the minutes from Wednesday, 8th July 2026 meeting.	KG
2.	ANIMA Presentation and Feedback	
	The meeting started with Dr Grace Vas introducing herself and her role within PCS. Keeley advised that Grace was now working at Sothall on Fridays. Lynsey talked through an Anima presentation and discussed actions set at the previously meeting. Previous Actions. 1. Texting follow up appointment links - the request was to send links for a follow up appointment at the point of booking the first appointment, e.g. patient starting new medication could a link be sent for an appointment in two weeks' time to save patients going back through Anima. It was felt that when Anima were under pressure this would get missed. We are however reviewing how we deliver triage and are under discussion to use more admin back at site to reduce pressure on the Anima clinicians and hopefully improve processes. 2. Telephone slots for quick queries - we are reviewing slots and will be putting on some dedicated telephone clinics over winter. 3. Text to confirm patients have received appointment details that allows patients to respond - Anima software cannot action this, however we usually use PM slots for on the day bookings, this should give patients time to receive appointment details via Anima. Lynsey also advised that Sothall DNA (did not attend) rate is very low compared to other practices.	GV LH

	4. Additional Data - Lynsey went through data showing the Sothall call rates and broke down how Anima requests are received, i.e. online, via reception, NHS App. 5. Prescription phone calls - Lynsey explained that a recent tally of prescription calls showed 26.5% of Sothall calls are prescription related. The forum asked how this could be reduced. Keeley to implement the resending of text messages to patients to promote ordering of prescriptions online, she will also re-share messages via social media. AOB A forum member asked why when adding notes to his online prescription requests items were often missing. Keeley explained that any notes added are often lost within the message reception receive. Keeley advised she did contact the NHS App team a few years ago to see if this could be made to stand out but it wasn't possible. Keeley to contact the NHS APP team again and request. Keeley will also remind the reception team to check prescription tasks and action any additional notes. A forum member asked why the Health Care Assistants aren't vaccinating patients against flu this year. Keeley explained there has been some changes to guidance which makes this difficult to implement. Everyone agreed what a shame this was as the HCAs had been integral to flu campaigns in previous years. After no further discussion the meeting closed at 19.30	KG
6.	Date of Next Meeting	
	Next meeting – Wednesday 6th 2027, 6.30pm – 7:30pm in the Practice waiting room.	