

Sothall and Beighton Patient Forum

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

Chair: Keeley Goodall (Practice Support Manager)

Practice staff: Dr Rosie Welch

Minutes: Keeley Goodall

Visitors:

Members Present: JM, CL, JS, CF, PH

Apologies: DS, BS, AT, RE

All present members agreed the Minutes from the Wednesday 5th June 2024 meeting.

- 1) **PATIENT FEEDBACK** - Before the meeting a member of the forum had previously asked Keeley if she was happy that he had a few minutes at the start of the meeting to give feedback on behalf of his wife. Keeley was happy with this. The forum member discussed an encounter from earlier that week when his wife had become ill. She had called the surgery at 8.30am but received an engaged tone, after a few attempts she was able to join the telephone queue. She then selected the callback option and received a call from reception at 8.50am. A telephone appointment was then made with a GP. The GP called the patient at 9.15am and shortly after 10am the patient was taking the medication the GP had prescribed for her. The forum member and his wife wanted it noted to the forum and Sothall staff that their experience had been “outstanding”. The PPG member stated that often people are quick to complain but not as quick to praise. Keeley thanked the member and advised that she would also feedback this back to the Sothall team via the staff WhatsApp group.
- 2) **ANIMA** – Keeley updated the group on the Sothall ‘go live’ date of Wednesday, September 18th. Patients will be notified in due course via text message, details on the telephone system, posters in the waiting room and via social media. Discussions were had regarding how Anima works and how it’s accessed. Keeley advised that links will be sent out to patients encouraging them to sign up to the system before Sothall goes live. One member asked why there wasn’t an Anima app and if this was something that would be developed? Keeley explained that there isn’t currently an APP, and that the Anima software was owned by a third-party company however Keeley would discuss this with PCS and see if this was in Anima’s future development plans. After the meeting Keeley has had it confirmed that there are no current plans to develop an Amina app, however it is possible to add Anima onto the home screen on a phone, details on the following link [How can I add Anima to my phone's home screen? | Anima \(crisp.help\)](#)
- 3) **FLU UPDATE** – We are well underway with the planning of this years flu clinics. As per previous years, clinics are by appointment only and will include some weekends and

Tuesday evenings. Patients will be invited via text message with links to book their own appointment or via telephone / letter. NHS England are asking that pregnant women and all children aged 2-3 years on 31st August 2024 and all children in a clinical risk group are invited from September. From October we can then invite the remaining eligible groups. This includes those aged 65 and over, aged 18-65 in clinical risk groups and main carers for an older or disabled person. For further details visit [Flu vaccine - NHS \(www.nhs.uk\)](https://www.nhs.uk)

We are yet to have an update on the COVID-19 Autumn boosters. We are hopeful we will dual vaccinate again but have no information regarding vaccine deliveries or quantities at this stage.

- 4) **RSV Vaccine** – From September those who turn 75 and those aged 75 to 79, as well as pregnant women around the time of 28 weeks, will be eligible for a free vaccine to protect them from respiratory syncytial virus (RSV). RSV is a disease of the airways and lungs and often causes symptoms like a cold, it can also make you wheezy or short of breath. A forum member asked if this is something we should be worried about, Dr Welch advised that she thinks it may have come from hospital admissions and more viral swabs being taken following covid, however this is just her thoughts. Sothall will be inviting eligible patient from September. For further details visit [Respiratory syncytial virus \(RSV\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)
- 5) **STAFFING** – Unfortunately Dr Umer Nasir leaves the practice in September. Keeley advised that this is a real loss as he is well liked by both patients and staff. Dr Nasir is emigrating to Australia where he has family, we wish him all the best with his adventure. Dr Eric Kelly joined the team in July. Dr Kelly has vast GP experience and is a welcomed addition. We have also successfully recruited for a Practice Nurse, Zoe Blyth, who joins the practice w/c 23rd September. We are currently recruiting for a Data-coordinator due to a member of the admin team leaving, interviews started last week with some more planned w/c August 12th. Dr Rosie Welch announced to the team that she will be retiring at the end of September; however, she may do some ad hoc sessions at Sothall at a later date. The forum thanked Dr Welch for her commitment throughout her time at Sothall and wished her well on her retirement.
- 6) **PPG October 2024** – Keeley asked the group if they had any objections if we moved the next meeting from October to November, meaning three months between meetings. Keeley advised the meetings would then continue every two months as usual. The members agreed that they were happy with this. Keeley then asked if the day and times of the meetings still work for everyone which the members agreed it did. Dr Welch asked for suggestions to encourage new members. The group advised sharing additional reminders on the Sothall Facebook page a few days beforehand and another member advised that we should promote a 'welcome to all' strategy rather than ask patients to sign up.

7) **AOB** – A forum member asked why there was such a long wait for an appointment to look at a mole using the dermatoscope. The members husband had a 6 week wait following a referral. Dr Welch advised that Sothalls dermatoscope is currently broken and awaiting repair and that appointments can take that long as not all GPs are trained in interpreting the images and often the images are looked at in batches. Dr Welch advised that we would discuss training another GP at Sothall to interpret the images. Dr Welch also advised that Dr Agoguba was interested in minor surgery and could perhaps eventually take over minor surgery clinics once Dr Welch retires.

Dr Welch advised that GPs had recently been voting for or against industrial action regarding the GP contracts and GPs continually taking on more work from secondary care. The vote was in favour of action with GP surgeries looking at what action could take place with the least impact for patients. For details visit [Collective action by GP partners « Sothall Medical Centre](#)

There being no further discussions, the meeting closed at 19.35pm

Next meeting – Provisionally Wednesday 6th November 2024, 6.30pm – 8:00pm in the Practice waiting room.