**Central Surgery PPG Mon 25 Novembers 2024**

**Present**: Nigel F, Sylvia E, Helen B, Julie P, Clyde S, Margaret T, Vivien M, Chris R, Chris Gasper Chair, Pink St Clair Practice Manager, Dr Irlam Partner GP, Kellie Dennis PCN Digital Transformation Lead

**Apologies**: Barbara R

Minutes for meetings on 15 July and 30 September 2024 have been checked and will be sent to members for comment before being added to the Surgery Website.

**Surgery Update**

The new surgery telephone system is up and running, with dedicated lines for appointments, prescriptions and blood test results. We now offer a call back service, to save you waiting on the phone, which will give three attempts allowing our elderly patient enough time to get to the phone. All calls are now recorded.

**Anima Electronic Diagnostic System**

NHS have directed all GP surgeries to use a digital diagnostic tool for triaging all enquiries by 1 April 2025.

Central Surgery still uses E-Consult that offers an electronic diagnostic tool and advice on services but does not undertake total triage to direct patients to specific services as directed by the NHS.

Staff from the surgery have attended an exhibition of electronic systems available to them. Some are very expensive without offering superior services but the Anima system has been chosen as offering the benefits needed for the surgery for an acceptable price. Anima was introduced by 3 surgeries in Southend East PCN earlier this year so benefits can by assessed. It has been shown to take pressure from reception, while triaging patients to the appropriate clinician.

From 4 February, the digital system Anima will offer a total triage for all patient enquiries to the surgery. A condition or enquiry must be entered into the system and will then be assessed, by a clinical staff member from the surgery, this will be done by our duty GP. The system is interactive so the patient can be asked for more information before the request is completed and the most appropriate appointment or alternatives can be are offered.

Patients without online access can still make telephone requests by calling as usual and our reception staff will submit the triage on their behalf. The system currently works with 10 different languages.

The AI System checks through the database and identifies to prioritise more serious conditions, which are then flagged to duty doctor to assess.

The system is open for core hours when clinical support is available.

Doctors aim to clear 25 patients an hour, but the System can also direct a patient to a pharmacy, for one of 7 ‘pharmacy first’ conditions’. Prescription requests are also handled by the system, but patients can also continue to use their current method, by requesting online, by the NHS app or by paper.

Experience from the other PCN Anima users shows that it takes six to nine weeks for staff and patients to get used to the system.

Of 1320 triages, at Dr Palacin’s surgery, 80% were completed online.

An introduction session will be offered to all patients with an open day to be arranged A link will also be provided through the website and information leaflets will be available from reception. Patients are advised to check that the surgery has their current mobile number and email address, as these contact details will be needed for the new system.

**PCN Update**

A car parking difficulty for access to Norton Place was raised. Ambulances need access to the residential home, once a day on average, so visitor parking has to be restricted to the entrance. Alterations to Norton Place have resulted in the PCN having less clinical rooms available.

The PCN Patient meetings have not been well attended but advice has been given on the format that is hoped to attract more patients.

**Wellbeing Days**

Wellbeing days have been held in Shoeburyness but not in the Central Surgery area. The PCN is liaising with Victoria PCN to hold a Wellbeing Day for both patients from both PCNs in a location more central to the joint PCN areas.

**AOB**

Chris R was thanked for bringing delicious biscuits to the meeting.

**Next Meeting**

The next meeting was agreed on Mon 27 January at restaurant 709 in Southchurch Road at 1.00 PM followed by a buffet lunch.

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