**Central Surgery PPG 31 Mar. 25**

**Present:** Sylvia E, Helen B, Vivian M, Julie P, Clyde S, Margaret R, Gillian B, Alex B, Chris R, Chris Gasper, Chair, Pink St Clair, Practice Manager, Dr Irlam, Partner

Apologies Barbara R, Nigel F

Gill & Alex were welcomed to the PPG

**Anima**

The surgery is up and running with Anima, GPs triage from 8am and Paramedics from Norton Place take over the triage at 4pm each day.

Pink reported that the Anima System was going well. Appointments are opened 2 weeks at a time. We are seeing an increase of face to face appointments in preference to telephone consultations.

Some patients ringing in have not signed up with Amina. Receptionist can help set them up, or put the triage request through for them. Patients can view a range of appointments if they are sent a link to book themselves, which gives them more flexibility. Otherwise reception can call patients back to offer an appointment, once this has been triaged.

Triaged appointments are rated on urgency,

Appointments with a nurse can by requested through Anima but patients are advised to ring the receptionist and the appointment can be booked without going through the system.

The privacy of the Anima service was queried. Information given on Anima, does not go to the Anima company and Information Governance has been completed.

Any requests arriving via Anima after 4pm are given a warning that it will not be triaged until the following day and information is provided to signpost to emergency services if it becomes more urgent.

**Income**

Income for the surgery is based on patient list size, we are a mid sized surgery with 8000 patients which has remained constant over recent years.

Anima is currently funded by the ICB, the Surgery could pay for a more expensive system than Anima but it wouldn’t be funded by the ICB.

**Staffing**

We have 2 new receptionist that have joined our team, replacing 2 staff members that have recently left. We also have a new registrar in rotation for 6 months at our surgery.

**Next Meeting**

The date for the next PPG meeting was agreed as Monday 2 June at 2.00 PM.