**Minutes for Kirkland’s extraordinary PPG meeting 13/08/25**

Meeting commenced 5.32pm

**Present**

Lucinda Potter operations manager

Sam Savin Digital media manager

Clair Receptionist

Paul Oakley-Cleife chairperson

KM, SC, DA, MP, DC,

**Apologies**

Tina Till Business Manager

DI, AW,

**Minutes**

The meeting was held to fully discuss the ANIMA system for making appointments within surgery, PPG members had many questions for which both Lucinda and Sam, which they answered thoroughly, our concerns were raised, this went into lengthy discussions and were assured this systematic change for Kirklands will benefit patients.

And as from of 1st October, the appointment system will change. We at Kirklands are adopting ANIMA online system for booking appointments; by using ANIMA this will bring us into line with other surgeries within the city.

All telephone appointments will cease and the only way to make an appointment will be online by using the NHS App / Kirklands website. And if any patients are unable for whatever reason not be able to use online facility, they will have to call the surgery on 02392663368 choosing relevant option, where a receptionist will be able and willing to assist you in filling in the ANIMA form.

Whether routine or emergency this will be able to be booked via ANIMA. On logging on you will be asked to confirm your details, and relevant password, from then a clinician will see your request, and either

1. Make relevant appointment prioritizing your need,
2. For admin purposes, i.e. pharmacists, mental health, social prescribing and other HCPs.

A guide for using Anima system is available for viewing on Kirklands website, Kirklandssurgery.co.uk.

All patients will be notified of the change of making an appointment via, direct messaging, email and if relevant by letter, notices are placed throughout surgery to inform patients of the change we at PPG encourage all patients to take notice of this change, because as of 1st October, you will be unable to make a telephone or EConsult appointment and only use ANIMA. Patients will still be able to request repeat prescriptions either by the NHS App, ANIMA, Kirklands Website or using local pharmacy.

All surgery staff have been trained to use this system and are willing to assist in developing this task. Whether you are the spouse, guardian, carer or parent you will be able to use and make an appointment on behalf of the patient. We are assured, that after logging in the questions asked take about 5 minutes to enter before submitting and is very similar to using 111 on line.

We thank patients for taking heed in advance of this change, and request, your patience in booking an appointment.

Other surgeries thought-out Portsmouth, are using ANIMA already and find it runs smoothly and yes there have been teething problems, but we are assured these matters will be resolved as quickly as possible. All members of PPG fully support the change Kirklands have had to make with appointments and wish both the staff and management well in the transition period.

Patients Survey: last year PPG patients survey was introduced, and given out to patients from reception, and the friends and family network, the results proved very positive. It has been agreed to produce the survey slightly earlier than last year, using the same questions and because the change in making appointments, the questionnaire will go out the beginning September, and will covet the past 12 months, we encourage patients to complete the set questionnaire as will give both us and the surgery, an idea on how patients have seen surgery. There was no other business and the next scheduled meeting of PPG 24th September

Meeting closed 18.15 pm