**Kirkland’s PPG Meeting Minutes Wednesday 24th September**

**Present**

Lucinda Potter Practice Manager

Tina Till Business Manager

Sam Savin Digital and Transformation Lead

Paul Oakley-Cleife Chairperson

DA, DL, KM

Apologies

AW, MP, DC, SC

***Meeting commenced 5.34pm***

***Anima***

As from Wednesday 1st October the Anima system will become live to all Patient’s this is a new triage system. It will assist in making an appointment,. Anima will be open from 8am till 6.30pm Monday to Friday. A GP will oversee all actions and will place all requests to the correct service. If making an appointment Anima will use the traffic light system, red light will be classed as an emergency/urgent, amber for app within 1 to 2 days and green for 1 to 2 weeks and would therefore make a routine app easier. Anima may be accessed by another person on behalf of the patient and if you for whatever reason are unable to use the system you can ring or come into surgery during opening hours and a member of staff will be willing and able to assist in completing the relevant information. After using Anima in making an appointment you will shortly be notified via message or telephone of appointment times available to you. The only option for contacting surgery is now through Anima and telephone. E-consult and Email is no longer available for use. We at PPG fully support Anima and wish all staff and HCPs well in the transition of the system. There will be a new dedicated email address for prescriptions requests and queries

***Patient’s survey***

During September the annual survey was available to patients and the results were on the whole positive. There was some concern over making appointments which, has been on-going but, the Anima should be the easier option now available to all. The survey is on the Kirklands Website for you to peruse.

***Children’s vaccination programme***

We within PPG support the vaccination’s available to all children and is necessary for the health of our young ones. From time to time there is an outbreak of some disease or condition which requires the public to be vaccinated and surgery should be contacted. Plenty of leaflets and information is available for you to read and staff will be more than happy to discuss your child’s needs in protecting them. We urge you to get your little ones protected to prevent any form of illness which could be prevented. The surgery is there to help and from time to time you will be invited to bring in your child. Many schools and nurseries will also hold relevant information which if English is not your first language will be available to you so please ignore any negative info and come into practice.

***Flu and covid jabs***

Flu jabs are available to eligible patients throughout October and clinics are being currently held for all patients within the cohort of over 65, and other eligible patients. If jabs are not used they will be offer to others under 65 in surgery. Flu nasal sprays are also available to toddlers. Please do come forward and take up the invitation.

Covid Jabs are being offered to over 75 age group and all eligible patients. Look out for your invitation and make an appointment.

***First names***

It is not practice for receptionists to offer their first name when speaking within surgery but, they would willing give this out on request if asked.

***Joint meeting***

Our 6 monthly meeting with Drayton surgery was held on 24th July at Gatcombe house where Katie Stevens, Social subscriber together with one of her colleagues gave a presentation on Menopause and what and how this is supported within surgeries information is available on surgery’s Website and please if you need help do come forward not disregard your symptoms.. Many questions were asked and you may also peruse the minutes of said meeting. The next meeting be on 28th January 2026 at 5pm.

***AOB***

If anyone needs assistance in accessing Kirklands please do ask and somebody will be willing to help you.

On Wednesday 24th September we at Kirklands held a McMillan coffee morning. Many Patients and others attended and it is hoped an event can be held next year. Our sincere thanks go out to all staff who contributed with cakes particular the home-made ones. Very tasty.

Next meeting Wednesday 17th December at 5.30

***Meeting closed 6.20pm***