

Lion Health: PPG Meeting Minutes: Thursday, 6th March 2025

Attendees: Dr Mike Wilcox, Beth Gumbley (Practice Manager), Kerry Morgan (Patient Liaison Manager), Helen Fryzer (manager), Nigel Haydon (NFH), Ruby Cogzell-Brown (via TEAMS), Judy Hall, Diana Edwards, Jo Ferrington, Lyn Bruntnell, Linda Crockett, Chris Hare, Sandra Leeson, Helen Taplin (CSO) (minutes)

Apologies: Karen Skingley, Stella Layton, Mike Jones, Veronica Catherall, Mary Yeates, Veronica Astley, Nanette Hedley, Teresa Hughes, Maggie Lambert,

	Agenda Item	Summary Of Discussion	Action
1	Introductions	Kerry introduced herself, Beth Gumbley, Helen Fryzer and myself (Helen Taplin) to the group and thanked the Panel for taking the time to join the meeting either in person or via TEAMS. She also introduced Dr Wilcox and explained he had joined us primarily to explain the new IT system.	
2	Minutes of last meeting and matters arising, with Kerry	<p><u>Actions from the last minutes</u></p> <p>MJ has asked about the possibility of longer times in which the Get Help forms can be accessed and completed. This is no longer an issue due to the imminent new IT system being introduced.</p> <p>JH mentioned the messages on the phones were now very good. She feels the messages are slower and more personalised.</p> <p>We are still looking at access to appointments and the check-in screens, but at present the new IT system is most relevant. RCB had felt that the check-in screens were rather large and not ideal from a confidential point of view.</p>	

		<p>DE mentioned that she always checks which room her appointment will be in. Kerry said that they are looking at different methods to show patients which room they will be seen in.</p>	
3	<p>The new IT system with Dr Wilcox</p>	<p>Dr Wilcox introduced himself and also introduced Beth Gumbley to the Panel. Beth reiterated that she had been Practice Manager for 2 weeks so far but she had been at Lion Health for 6 years in various managerial roles.</p> <p><u>Anima Presentation</u> The new system is called Anima and will improve access for our patient population. This will hopefully try to reduce the 8am rush on the phones every morning. The Get Help form that is in use at present has been well received and has improved availability for on the day appointments and appointments in advance. It has also improved call waiting times.</p> <p>Anima is the evolution of the Get Help form but is more detailed and informative. Demand for appointments is outstripping supply. So it is imperative that we utilise resources in the best way possible. Managers and GPs hope this opportunity will be really helpful and are optimistic about its launch. Anima enables patients to go on the Lion Health website and submit their request. Patients will then be either offered an appointment automatically or the referral will be triaged by the GP. The forms can be completed online anytime during Practice opening hours. At all times patients will be able to see the status of their request.</p> <p>CH asked if someone requires an urgent appointment for that day, would they be called back the same day? MW replied “yes” but that if the problem is a chronic one, it will spread the demand for another day.</p> <p>Beth advised that we have created the 8am rush for appointments. The new system will educate patients to being seen across a 2-week period so there will be more flexibility for patients.</p>	

NH asked is the period to be seen in within 2 weeks? MW advised that 2 doctors will be triaging the requests during the day and appointments will be given either a) on the day, b) within 48 hours, c) within 1 week or d) within 2 weeks.

Kerry re-iterated we must ensure patients who cannot use the online facility are not disadvantaged. These patients will be able to phone the surgery and a Care Navigator will ask certain questions and complete the form on their behalf. The forms will then be triaged along with the forms sent via the website. Kerry said this should reduce the number of calls coming in although call length could be longer than usual at first.

JH asked how will we promote this to all our patients? SL asked if patients will be able to state what time they are available and whether telephone consultation or face2face would be preferable, particularly if they are working. Dr Wilcox responded that patients will be given a selection of appointments to choose from and that there is a free text box at the end of the form for personal comments. Beth said that the submission of a form is not the actual triage procedure.

CH asked how the patient will be contacted? JF asked who will be triaging the forms? Dr Wilcox stated that there will be 2 GPs triaging the requests during core surgery hours. The non-clinical team will offer the appointments. This will be a massive change for both the patients and staff but patients will be offered the correct care with the correct clinician.

CH asked if the Lion Health website fed into the NHS website, and was informed that the form can be submitted via the NHS app.

Kerry told they are looking at this commencing in April. Patients need to register for an Anima account prior to requesting an appointment either using the NHS app or Lion Health website. There will also be a QR Code on banners in the Reception area. Patients will need their email address and NHS number to set up Anima. Different settings can be set such as housebound patients. There are also Self Help links to national resources. Patients can select submit Admin request or select submit Medical request.

Medical requests – Anima can pick up red flag symptoms and tell patient to call 999 if appropriate. If this is not the case, further information will be needed. It is very dynamic in what questions are asked. Patients tick the box and can free text information at the end of the form.

Kerry asked the PPG what challenges they can anticipate. Some patients may not want to complete the form online. DE asked if we need confirmation for a patient to complete the form on behalf of someone else. Dr Wilcox said that Anima is multi-lingual.

Patient Communication Strategy

There will be a range of methods used to communicate the new system with our patients such as the website, social media, TV screens in Reception, email, text messages, posters and banners in Reception and over the telephone. The possibility of posters being displayed in local pharmacies was also mentioned.

HF said there may possibly be “Drop In Clinics” here at the surgery run by our ‘Anima Champions’. Kerry said the PPG could possibly help with this.

Kerry divided the group into two teams to look at:

- 1) What are the benefits for patients?
What concerns may they have?

- 2) What are their views on our communications strategy?
How could the PPG help with this?

Results of group 1

DE felt that not so many phone calls at 8am should be a benefit. Forms being available all day is a good thing and that having a space for free text will be beneficial. Assisting others is also a positive idea.

Concerns – technology is scary to many people. Risk of scams. We will need to allay fears and reassure patients so they feel confident using the system. Passwords are never seen by staff.

What if the system goes down? Kerry replied that it is cloud-based so this will not happen. What if the internet goes down? Clinicians can log-on elsewhere and use other WiFi.

SL asked what would happen if the patient's internet is not working? Kerry advised the patient could phone in for the Care Navigation Team to complete the form for them. JH said we need to put this information out to patients and make it clear that the phone is only for patients unable to access the internet. Anima may flag that the form is closed when too many forms have been submitted. Patients will then be signposted to 111 or Urgent Care.

NH asked if there would not be more appointments in a given period than at present? Dr Wilcox said no there wouldn't and we would be offering 800 appointments per week. Kerry advised that patients may be signposted to other areas such as Pharmacy First. We are using this facility at present and this frees us capacity for GP appointments for other, more complex issues. At present, patients may be booking a GP appointment but could be seen by another clinician such as a PA, Paramedic or ANP. DE asked how many patients at the Practice have an email address. Kerry will send percentages out to the Panel. The percentage of over 16s missing an email address is 26%. Kerry said that we are encouraging patients to use/set up an email address. 363 patients have no email address or phone number on our records so we will be writing to them to advise about the new system.

NHa asked how many dna's we get and how we can find this out. Dr Wilcox advised this is on the quarterly Lion Health newsletter.

		<p><u>Group 2</u> will email Helen Taplin with any questions. How can the PPG help? Kerry asked if members of the PPG could fill in their early registration first. JH said word of mouth will soon get the word around about change to Anima use. NH asked how long after the GP triages the referral will patients find out what is happening. Kerry advised it will be the same day. CH asked if the 8.30am appointment slots will be filled with one week ahead triages? MW said that Anima can also direct to 999.</p> <p>JF asked if some patients could exaggerate their symptoms and others play their symptoms down will affect the Anima triage outcome.</p> <p>SL said responses could be email or could be by text.</p> <p>LB asked how detailed the letters to patients will be explaining Anima to them. Kerry advised if patients call in and realise questions are not good for them, call handlers can bypass the questions and free text.</p> <p>Kerry asked if there are any Centres nearby suitable to drop off leaflets to help spread the word about the new system. DE asked if there will be available appointments for 1 week ahead and 2 weeks ahead. CH asked how the new budget will help us? Dr Wilcox advised this is being discussed in Lords at present and hopefully will not be an issue for us. The GP Contract settlement may increase.</p>	
4		<p>Kerry thanked everyone for attending and the meeting was closed</p> <p>Date of next meeting:</p>	

