

Lion Health: PPG Meeting Minutes: Thursday, 21st May 2026

	Agenda Item	Summary Of Discussion	Action
1	Welcome and Introductions	Kerry welcomed the members and everyone introduced themselves. Kerry advised apologies of Dr Carvell and Helen Taplin. Kerry ran through an update on actions from last meeting: LH Website – updated with access to medical or admin request. Clearer now what to use the ‘Help with a Health Problem’ link for e.g. B12 injections, wound care, any appointment’. Recruitment – advised the group that an electronic survey asking for expressions of interest had gone out via SMS (500 patients aged between 18 – 40yrs who had used the surgery in the last 6 months). • 1 response so far to follow up • Posters created and has been circulated in staff and student rooms at King Edward VI college recreation rooms • JH suggested contacting OSH and Kinver – will follow up if required	
2	Surgery Update	<u>Online Form Access Survey (Sept 2025)</u> KM shared a copy of the survey conducted Sept 2025 (copy to be sent with minutes NOT FOR GENERAL CIRCULATION) regarding use of new triage system, Anima. Shared that interestingly around 70% of the forms are submitted by the patient online, and 30% call us. Mostly really positive feedback with suggestions for improvements around questions on the form and the length of it, also the response time of calls (due to the form being long).	

		KM acknowledged that most of these issues had been addressed with the move to AccuRx (our new triage system) from February 2026. She shared plans for re-circulate the survey in Sept 2027 to compare progress. <u>Reasonable Adjustment Digital Flag</u> KM updated the group on the National requirement to roll out the digital flag and discussed our plans what that means for LH. Discussion held around how to gain the information from patients in an appropriate way i.e. use of calls, electronic surveys, paper forms etc. <u>COVID Spring Vaccination Programme</u> KM gave an update on the eligibility criteria for the Spring programme. Uptake this year has been phenomenal. • Eligible 2025 4049, vaccinated at Lion Health 696 • Eligible 2026 4055, vaccinated at Lion Health 1211	
	Any Other Business	MJ – patient journey and experience of communications issue regarding request for FU appointment. Form submission easy, response and triage outcome great, MJ noted it was a ‘tremendous system’. Patient had experienced issues after when requesting meds after been referred to SDEC – this was the issue. KM acknowledged that it's important for our PSOs to have a clear understanding of what the patient needs/is requesting. Look at ways to clarify this. CH – asked about the backlog. Mentioned that some patients still experiencing delays. KM gave overview of external support brought in and that backlog should be down within next 2-3 weeks.	

	Topics suggested by group for future meetings could include: Overview of differences between A&E, SDEC, Urgent Care. • How is this communicated to patients when they are triaged to go there? • Do we tell patients how to get there? • Are there differences at the weekend with these services? Electronic Health Care Record • What does a Health Care Record look like? • What information is presented? • What do staff see vs what patients see on NHS App Kerry thanked everyone for attending the meeting. CH asked for it to be noted how well the meeting had run. Date of next meeting: Was scheduled for 20th August 2026 4.30 start Date of meeting changed early August to 27th August due to annual leave.	





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Be pursuing a career in medicine or health care and want to widen your understanding of primary care?



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4 TIMES A YEAR
on a Thursday
3.30pm – 5.30pm
(times vary)



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