

Rowhedge Surgery Patient Participation Group (PPG) minutes

Meeting at Essex University, Medical Centre

17 June 2025, 5pm

Attendees: Richard, Keith, Steve, Victoria, Ashfia, Tania

1. **Apologies:** Malcolm, David and Sara, Dr Richardson
2. **Welcome to new members** - Malcolm Mattack, Ashfia Ahsan. Steve explained the role of the group. PPG would like more student members, but difficult to recruit. Ashfia studies life sciences at Essex University International College, plans to then study biomedical science. She heard about the PPG needing members via an email sent to students following our last meeting
3. **Updates on other potential members** - have sufficient Rowhedge members. **Action** *Ashfia* to speak to fellow students to see if interested in joining
4. **Minutes last meeting** - Newsletter – printed out a few hundred for surgery reception and given out with prescriptions; emailed to Student Support to all students. On surgery and Rowhedge Village Facebook, although some replies on latter can be negative. PPG welcomes all feedback
5. **Verbal reports from each member and practice staff representatives** – to include other patients views on practice and Anima gained since last meeting. Ashfia on student feedback - Anima is complicated, can only book during two slots daily and this is during class times, cannot book appointments at weekend. Students end up not booking appointments as find it complicated. On-line registration can be difficult. Victoria – not take registrations manually by paper form from all students since Covid, now on-line. Ashfia – could it be mandatory? Victoria - students can phone up if problems accessing Anima/registering outside of Anima times. Victoria explained Anima has to have set times as requests are triaged.

Victoria - Reduction in phone calls to surgery. Last 30 days 2,173 calls, average requests 30 per day on Anima. Reduction in phone calls (Rowhedge) for a while. DNAs reduced – May 1,625 minutes wasted April 2,100. Now send out text reminder day before appointment, then text that day if not attend appointment so appears having an impact. If not attend three times, get letter from Victoria stating could be deregistered.

Keith – how can we help students to be aware of attending or cancelling? Ashfia said students can forget about appointment, maybe send another reminder on day? Students get asked to book through NHS app – they get a call to say needs to register with Anima, but don't know what it is. Victoria said all Anima leaflets were supposed to be in welcome packs – Ashfia said this did not happen. *Action - article needed for newsletter about registration, Anima 111 and UTC as lack of awareness about out of hours. Victoria to raise at student support meeting 18/6*

6. **Anima updates from practice** - Anima 4,300 registered. Feedback from patients - Steve that reception team exceptional and responsive. Was a perception initially that would replace

calling the surgery. Richard not a fan of Anima, understands the times but not like the restriction. Victoria – Anima chosen by Integrated Car Board, not surgery. Tania – works well, able to articulate symptoms in own style, Keith also had this feedback

7. **Promotion of community health and well-being activities.** Keith – spoke to friends, could there be a board with activities. Limited wall space but will look in to
8. **PPG support for practice activities** – no current support needed
9. **Newsletter** – distribution is improving - next one in autumn. *Action - ideas from members welcomed*
10. **Any other business.** New Rowhedge Parish Council chairman Clive is keen to link in with surgery, Steve also on parish council.

Next meeting – Tuesday 9 September, time and location to be arranged. Steve happy to give people a lift.