SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Notes of Meeting held on Tuesday, 20th May 2025**

**at Sandwich Medical Practice**

In attendance: Suzanne Myers (Practice Manager) SM

Carol Bore (Business Manager) CB

Francis de Souza (Chair) FdS

Michael Edinberry ME

John Bateson JB

Natalie Baker NB

Robert Marshall RM

Brenda O’Neill BN

Rose Wanders RW

FdS welcomed Rose Wanders, a prospective member of PPG, and thanked everyone for attending.

**Apologies**

Sharon Dunn, Alanda Tofte.

**Minutes of the previous meeting**

Minutes of the previous meeting were agreed as a true record.

**Practice update from SM**

Anima, a new digital triage system, will go live on 3 June, replacing the existing e-consult system. Initially it will be accessed via the SMP website from 8am to 10am, though it is hoped to extend the time in the future. It is expected to increase the availability of gp appointments. In response to a question from RW (under AOB) SM said that in practices which have adopted Anima the number of phone calls requesting appointments has fallen.

RW strongly recommended using digital triage rather than AI, as the term AI causes concern in many people’s minds.

The touch screen in reception is not functioning (it uses Windows 7) and will be replaced from 17 June.

Dr Steph Roberts is returning to the practice.

Nurse prescriber Laura Monk is about to retire. She will be replaced.

**Parking**

It is rumoured that Dover District Council is planning to reduce the maximum parking time in the guildhall car park to 3 hours. CB told the meeting that her contacts with DDC about parking had not had a response – with one exception. When she contacted DDC to ask about buying more daily parking permits she was told that SMP was not allowed to buy them!

Getting through to DDC is very difficult. RW suggested writing to the chief executive (with a copy to Sandwich town council) asking for advice on how best to contact DDC.

**Newsletter**

There was discussion about topics for inclusion in the next newsletter. SM said she is working on it and hopes it can be published in July.

**AOB**

A question from RW about Anima was covered in Practice update.

A question from RW about how SMP keeps up with best practice in other practices was explained by BN, who attends Primary Care Network meetings as a representative of SMP.

NB expressed concern about families using 3 people to phone SMP simultaneously to request one consultation and requesting a callback when faced with a queue. The problem she highlighted was that SMP receptionists then have to waste time phoning back 2 people after the first callback has sorted the issue.

A solution to this problem is not immediately obvious.

**Date of next meeting**

Tuesday 12 August at 5pm