

**PCS Practice Heeley Green Surgery**  
**Minutes of the Patient Participation Group Meeting**  
**held on Monday 11<sup>th</sup> August 2025**  
**1pm-2pm**

| <b>Present:</b>   |
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| Kiz Hague (Head of Primary Care Sheffield) (KH)                 |
| Kerrie Marshall (Support Manager for Heeley Green Surgery) (KM) |
| Patients x7   |
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|           | <b>ITEM</b>   | <b>Action</b> |
|-----------|---|---------------|
| <b>1.</b> | <b>Welcome and Apologies</b>  |               |
|           | <p>KH started the meeting with a warm and friendly introduction and welcomed attendees to the first Heeley Green Patient Participation Group. It was noted there did used to be PPGs at Heeley Green Surgery, but this had stopped and KM as the new Support Manager for the practice was keen to get these up and running again.</p> <p>KH explained the purpose of a PPG and the requirement to offer this space for patients as part of the GP service provider contracts.</p> <p>KH outlined what the PPG forum is for, and the boundaries of it not being to discuss individualised care/complaints (although as a manager KM would welcome the opportunity to help resolve them directly for patients so for anything like this let reception know to inform KM).</p> <p>KH discussed the confidentiality of the minute taking process and how usually initials are all that is used as an identifier where someone raises a point. Consensus of the group present was that this is ok. It was also explained that the minutes are added to the practice websites.</p> <p>KH and KM informed participants that this was an exciting time for us to start working together to shape future projects and help influence and drive initiatives alongside the work within the practice.</p> <p>KH also explained that there are various contracts within the city that Heeley Green Surgery is part of that also hold patient participation groups, noting our Primary Care Network (Heeley Plus PCN) as another option if patients wished to be involved at that level as well. KM can send more information on the Heeley Plus PPG if anyone is interested in finding out more.</p> |               |

| 2. | Previous Minutes and Actions  |
|----|---|
|    | N/A   |
| 3. | Practice Update   |
|    | <p><b>How to communicate:</b></p> <p>KH asked the group about how they would prefer to be communicated with around the PPG, agenda, minutes etc. There was a variety of thoughts, not everyone wants an online option and prefers paper versions of documents, letters rather than text messages etc. KM will use the knowledge she has for this group to try and tailor the communication method to the individual where possible.</p> <p><b>Frequency of PPG's:</b></p> <p>KH asked the group if there was any consensus of the frequency they would like meetings. The group agreed on a Monday 1pm-2pm every 3 months. There was a strong preference to have these meetings in person. This will be reviewed regularly to ensure anyone who can only attend virtually gets included. The group did note the main attendees at this meeting were all of a similar demographic and there might be other people interested that may need a different time of day.</p>  |
| 4. | Items Raised by Patients  |
|    | <p>1. Anima</p> <p>Patient raised that this is not a simple, user-friendly application. Patient gave example of how she knew she needed a GP for a chest infection, but Anima was directing her to A&amp;E because the pathway diverts when you mention pain in the chest, but she was aware that was unnecessary for her presentation, what about patients who aren't and go to A&amp;E unnecessarily because of the Anima advice.</p> <p>KH gave some feedback around how the questions are the way they are as it follows GP red flag processes that would match in an person conversation. The red flags are there to safeguard the patient and the practice.</p> <p>Acknowledged that Anima seems to be a common theme amongst the group both in usability and the fact it has a lot of steps that need filling in. The group would like to consider if we can implement any changes that we consult them. KM and KH will take to relevant parties within PCS.</p> <p>2. Lack of routine GP</p> <p>It was raised that it was frustrating when you have an ongoing or chronic condition</p> |

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|           | <p>that you must see different GP's or locums.</p> <p>The group expressed frustration at the use of some locum staff as they are finding them unhelpful.</p> <p>KH explained that all the GP's in Heeley Green Surgery are part time, so if you are expressing in your request you only want to see Dr X, then Anima will try and accommodate that for you, but the wait may be longer (due to amount of sessions that GP works and potential for them to be on holiday) and it may not be clinically the safest option to have you wait until they are free.</p> <p>Continuity of care is difficult for practices due to demand and sessions of GP time when they are not full time, but wherever possible Heeley Green Surgery will do their best to give you an appointment with a person you are comfortable with if it is safe to do so.</p> <p>3. Pharmacists for Medication Reviews</p> <p>Patient asked about the role of the pharmacist in a medication review, they shared their experience of feeling as though the pharmacist was trying to stop the medications which were needed in favour of cheaper, over the counter options. KM and KH explained that is not the experience people should be having from their medication reviews. KH elaborated further explaining there are always NHS cost saving initiatives around making changes to medications for alternatives, however, patients need to agree to any changes.</p> |  |
| <b>5.</b> | <b>Confirm Process for Meetings and Sharing Information</b>   |  |
|           | <p>Minutes will be put on the website including the date of the next meeting.</p> <p>If you would like to add any agenda items, please contact Kerrie (either via the surgery email address <a href="mailto:syicb-sheffield.heeleygreensurgery@nhs.net">syicb-sheffield.heeleygreensurgery@nhs.net</a> or by calling the surgery on 0114 250 7206.</p> <p>Kerrie will send invites for every PPG date as a reminder.</p> <p>Kerrie will also ensure PPG members receive Agenda's in advance of the meeting wherever possible. Copies of the minutes will also be available for anyone who would like them as a physical copy.</p>   |  |
| <b>6.</b> | <b>AOB</b>  |  |
|           | N/A   |  |
| <b>7.</b> | <b>Date of Next Meeting</b>   |  |
|           | Monday 10 <sup>th</sup> November, Heeley Green Surgery, Face to Face Meeting 1pm-2pm  |  |