



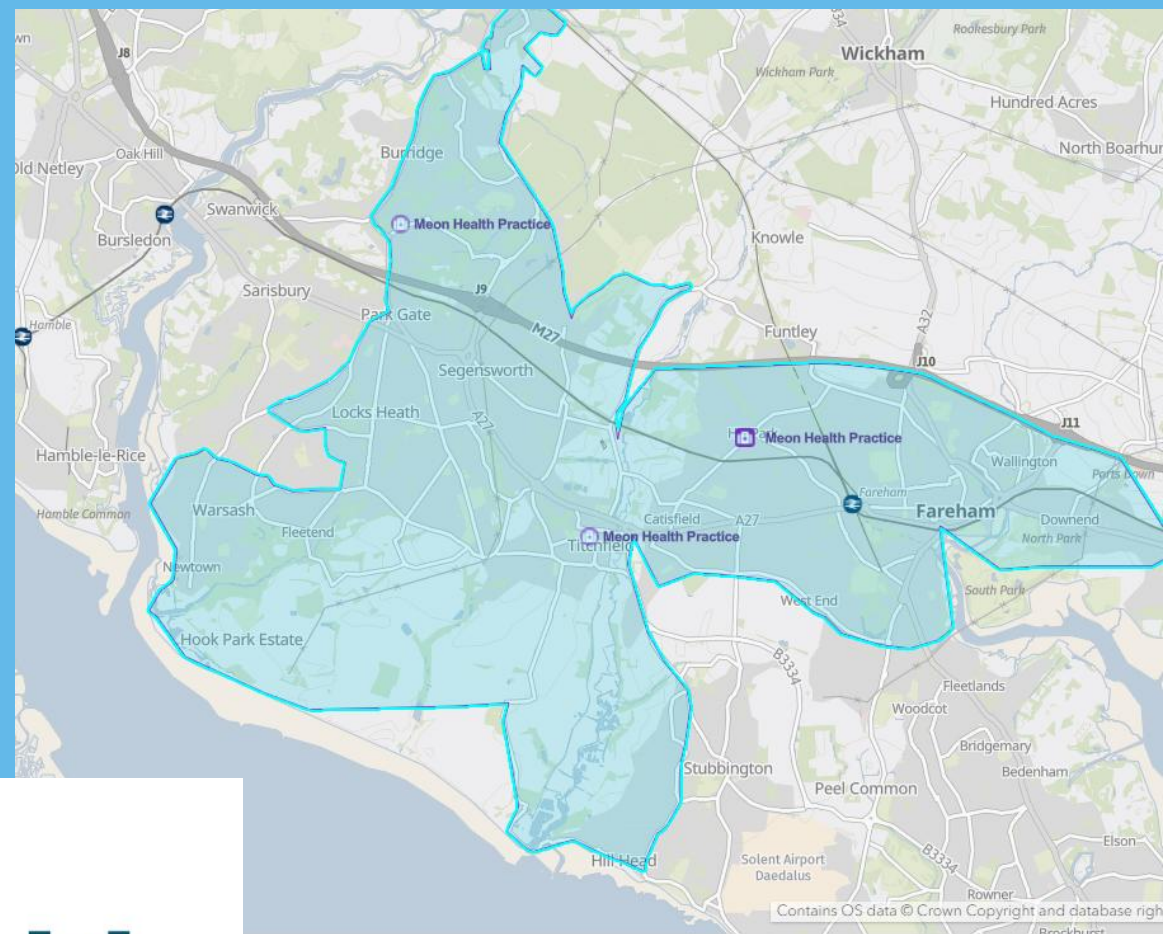
Meon Health Practice



Patient Participation Group
18 November 2025



HIGHLANDS • JUBILEE • WHITELEY



Meon Health Practice

Supporting your health & wellbeing

Our Patient Participation Group



Membership is open to all registered Meon Health Practice patients aged 18 years and older.

Membership is a voluntary role.

All members must agree to our PPG [Members' Code of Conduct](#).



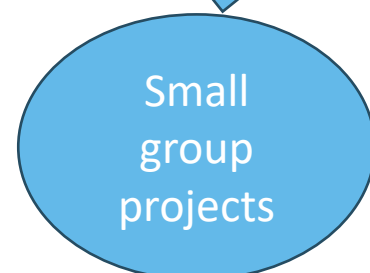
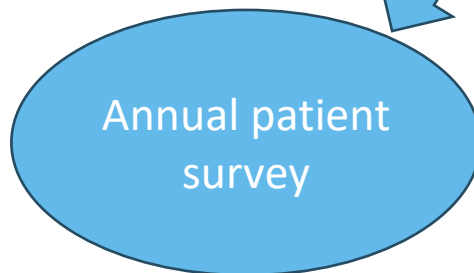
Get involved



Listen

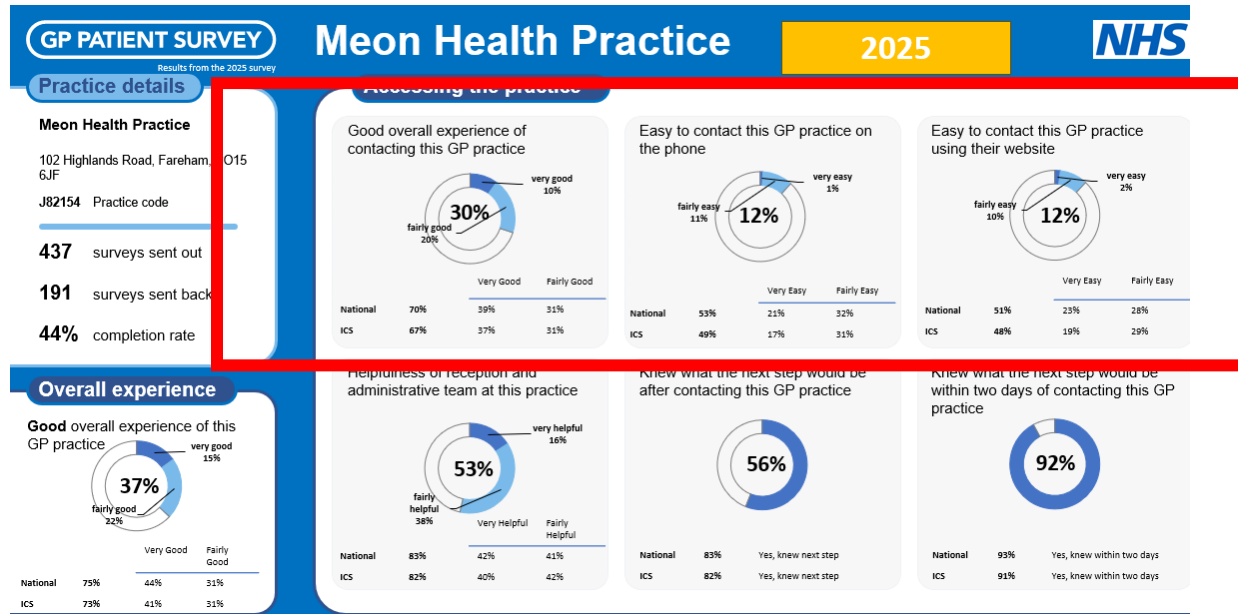


Work Together



GP Survey

The National GP Survey is carried out every January with the results published in the summer.



First point of contact for access is Meon's biggest issue

Annual PPG Survey

147 PPG members completed the survey.

This is what the survey told us...

Contact methods

The majority of our PPG members contacted us in person.

- 49.6% contacted the practice by telephone - an increase from 33.2% in our 2024 survey
- 69% of you said your first response was either very helpful or fairly helpful

Access to appointments

The most frequently mentioned issue was accessing appointments, especially for routine health matters.

- 80% of you told us your appointment fully met your expectations compared to 72.3% in 2024

Overall experience

57% described your overall experience of Meon Health Practice as fairly good or very good.

Access to Routine appointments is the biggest concern for patients

We made a plan with the following aims for 2025/26:

1. Make **urgent care smarter not bigger**
2. Make **routine care bigger**
3. Improve continuity
4. Get first contact right



What actions have we made over last 12 months

Make urgent care smarter not bigger	Make routine care bigger	Improve continuity	Get first contact right
<ul style="list-style-type: none">• Multi-skilled our front desk teams to take telephone calls too• Launched updated digital online consultation system Anima v1.5• Use other NHS services provided for patients when appropriate	<ul style="list-style-type: none">• Recruited a new GP, a minor illness nurse and extended our triage team• Increased the number of face-to-face appointments offered• Prepared the practice to extend digital opening hours to 8-6.30pm	<ul style="list-style-type: none">• Updated our triage process to improve continuity of care• Focussed some resources on specialist support - EOL care, Cancer care, Wellbeing team	<ul style="list-style-type: none">• Reduced the length of telephone message from 1.5 mins to 45 seconds• Held regular Digital Drop-In sessions as suggested by our PPG• Reviewed our communications with patients updating text messages and our website

Since 1st October we have:

- Implemented the changes and improvements to achieve the NHS Patient Charter
- Patients are now able to use Anima for non-urgent routine appointments, medication queries and admin requests during core hours (8.00am-6.30pm).

You can read the full guide at: www.england.nhs.uk/long-read/you-and-your-general-practice-english/

- **Key features of the charter include;** access to services, better use of digital online systems, timely responses, improved continuity of care and clear feedback and complaints processes.

GP practice funding for your care – why things have had to change – an example

£123.34 per patient per year

Clinical Consultation and
administration time

Payment by activity

Tests as
needed

Vaccinations &
Medications
as needed

GP
consultation
time

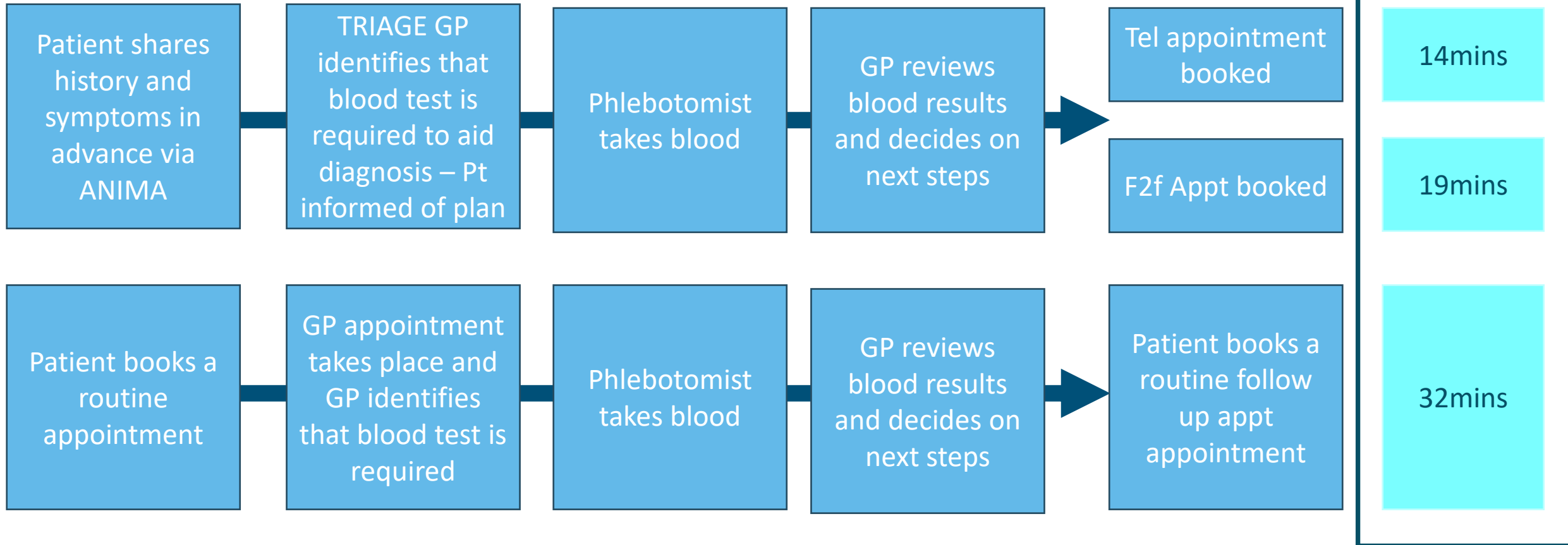
Nurse
consultation
time

clinical admin
time

Admin time

**Since more people are more
unwell today than
10 years ago we have to
find ways to get the most
value out of the workforce
time that we have**

Using GP time – scenarios for routine care



Listening to patients

Tell us via Friends &
Family testimonial after
you have used the service

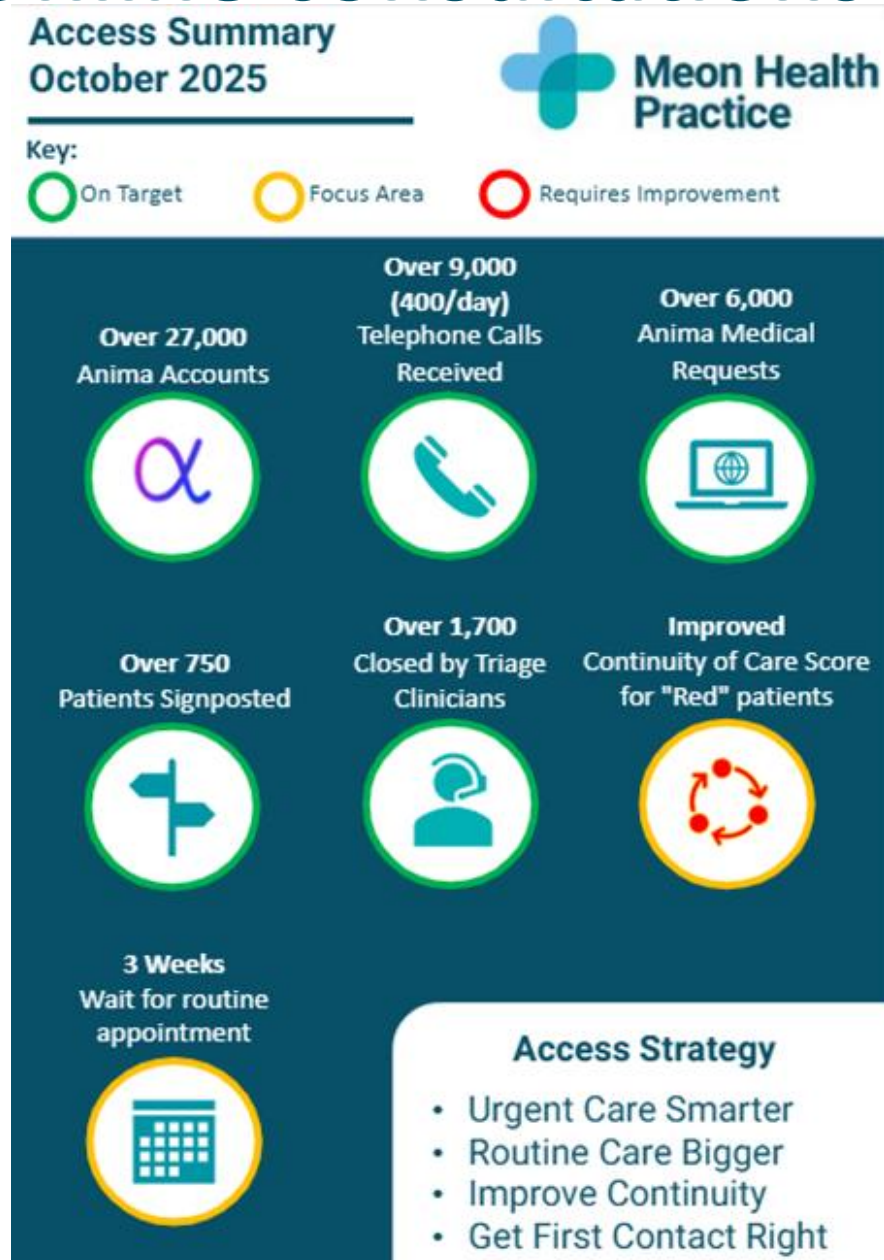
Join our PPG and attend
events/respond to
surveys

Give us feedback via our
website

Tell us how we are doing -
Meon Health Practice

Make a complaint

Online consultations available 8am and 6.30pm



October review

- **Faster than expected** adoption of digital access, good patient comms prior to launch meant patients were ready for the change
- Staff are **developing confidence** in directing patients to use Anima, this has led to a significant drop in telephone call volumes and call wait times
- Higher quality information from patients enables us to make **better decisions** about priority based on the needs of all patients contacting us that day
- Staff (including clinicians) were anxious about the impact the changes would have; **significant planning** went into this project which meant the changes have been smoother than expected
- **Feedback loop** from patient and staff comments is being incorporated into tweaks to protocols in triage. Working with PPG to hear their experiences.

Recent Post-it note feedback about Digitisation

"Positive, amazing, very impressed!"

"Patient uses Anima - advised to go to Pharmacy - Pharmacy advised frequent condition and can't help!"

"Routine health conditions get referred to A & E to willingly when not the case!"

"Typing on IT Tablets jumps - receive messages that are messy."

"Patient not online (75 years old) doesn't have family or friend she trusts with personal info - so worried if needs urgent care."

"Request as 'guest' - will not accept another Anima request - anyway of seeing 1st form?"

"Jubilee patients have found the IT Tablets too small."

"Anima done in the morning. Now returning with worsening symptoms. Unhappy it couldn't be re-added over the phone."

"Frustrating - questions sometimes repeat."

"Would like to be able to accept or decline a GP appointment made."

Patient testimonial - quotes from FFT (Positive)

- “Since the re-introduction of the online consult this service is much improved! Keep it up!”.
- “Cannot fault the service. Used the new anima. Great experience from start to finish”.
- “Easy to use online booking, Doctor phoned me at a convenient time”.
- “Used Anima successfully on a Friday afternoon, no note saying no appointments”.
- “Very impressed with using Anima was quite easy and a very quick response, excellent”.
- “The GP phoned me very shortly after I submitted my concerns online. Level of service and care was superb!”.
- “Very quick response to my online request”.
- “Swift response to my anima consult impressed with service”.
- “Speedy response to anima request. Excellent clinical advice and tel follow up. Issue resolved. Thank you”.
- “I really appreciate the fact I can do telephone or online appointments as they help me to fit in with work and not take too long out of my day”.
- “Anima worked surprisingly well. Much better than waiting on the phone”.

Patient testimonial - quotes from FFT (Negative)

- “I filled out a form on Anima to ask advice whether I should stop taking B12 tablets as my blood test result was excessive. I have sadly not received any response”.
- “I think the Anima email I received this morning unacceptable as a medical plan to resolve my issues”.
- “The whole process was stressful, lead to as yet, no appointment or medication despite 2trips to reception. The online process does not help the patient feel listened to or valued”.
- “I can’t use the online thing so I can’t make an appointment under your new regime. It’s not suitable for my generation”.
- “I received a quick response from the doctor. The only criticism I have is completely the Anima request. I found that it wasn’t so easy to pick out which condition related to my issue and the amount of time!”.

Overall patient experience - what we have measured?

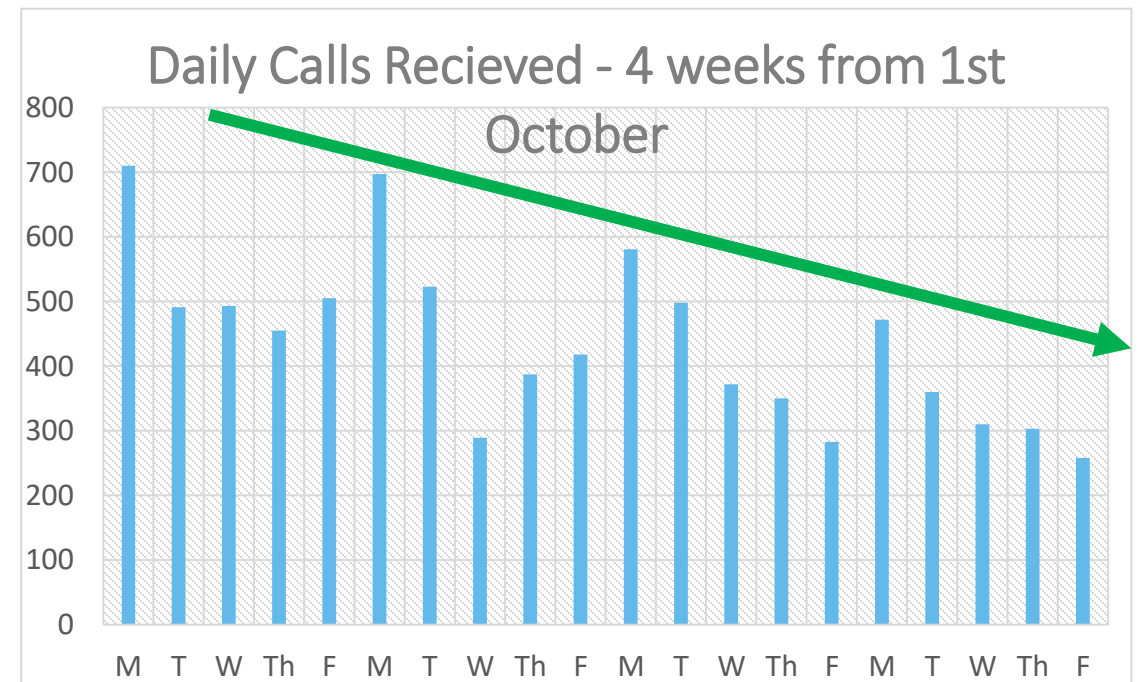
- Analysis of Friends & Family data show stable overall ratings for October
- 505 testimonials received - with 8% about access:

Positive 26 65%

Topics	Fast response	8	20%
	Quick/convenient access	4	10%
	Easy to use	4	10%
	1st October improvement	7	18%
	Staff support	3	8%

Negative 14 35%

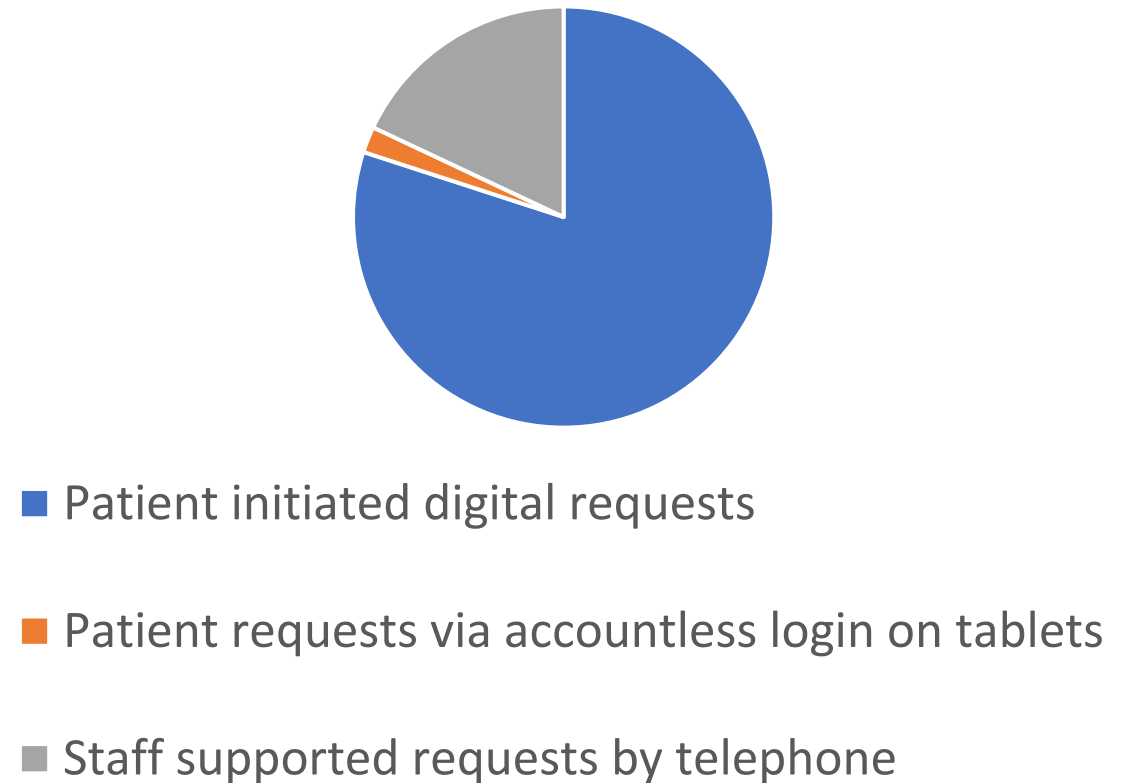
Topics	User/usability	5	13%
	Access/delays/wait times	1	3%
	Generational/digital exclusion	2	5%
	Frustration/emotion/perception	6	15%



Patient Journey/Experience - what we have learnt so far about how requests are arriving

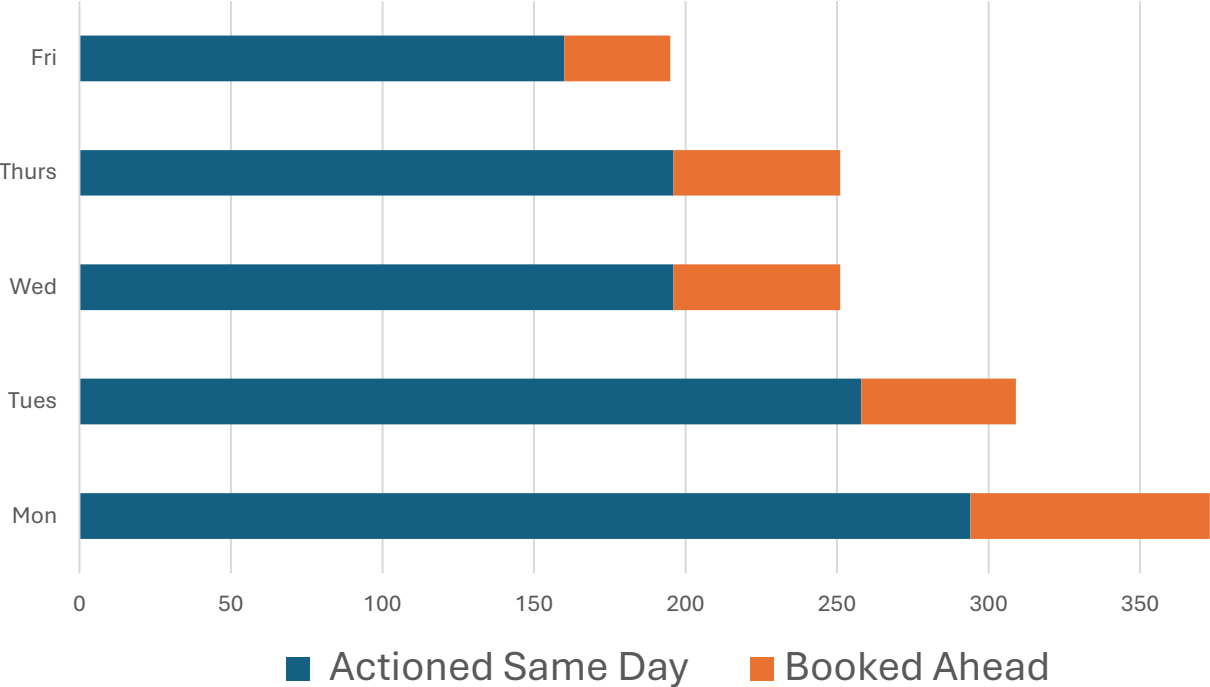
- Over **80% of patient requests** are initiated with no support from staff at the practice on their own device
- A small number of patients are not contactable after they put in their requests as they may have missed a notification message in NHSApp/Anima or be unable to answer

Anima requests source

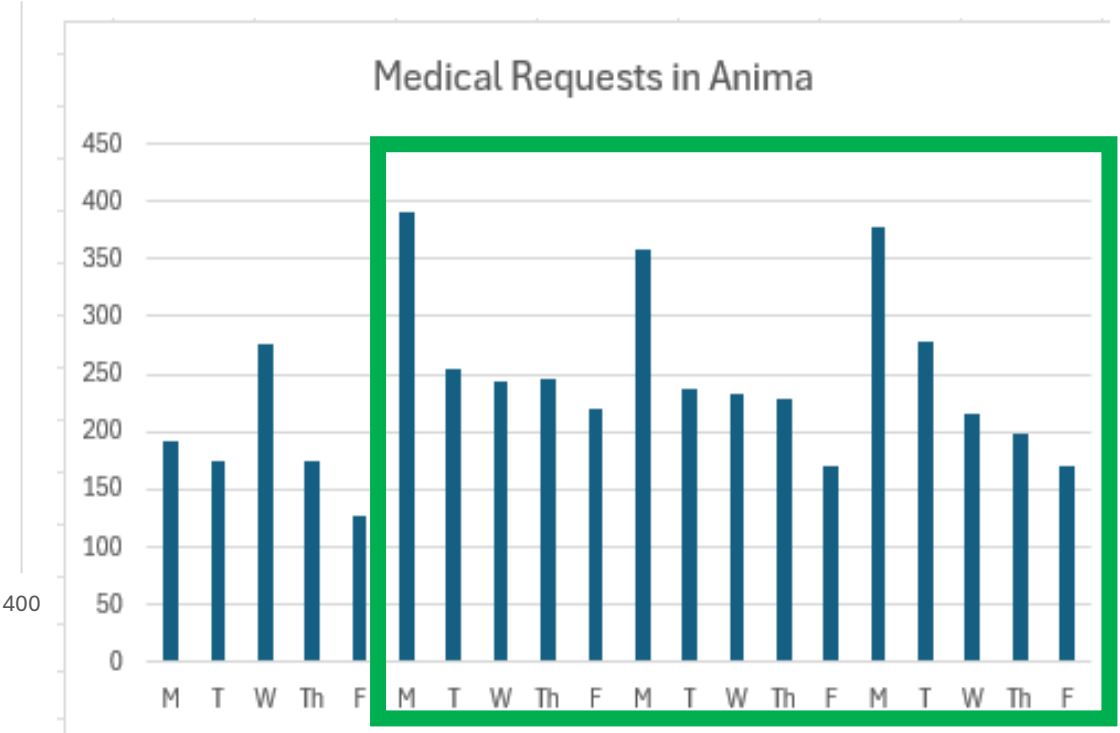


What happens to your requests?

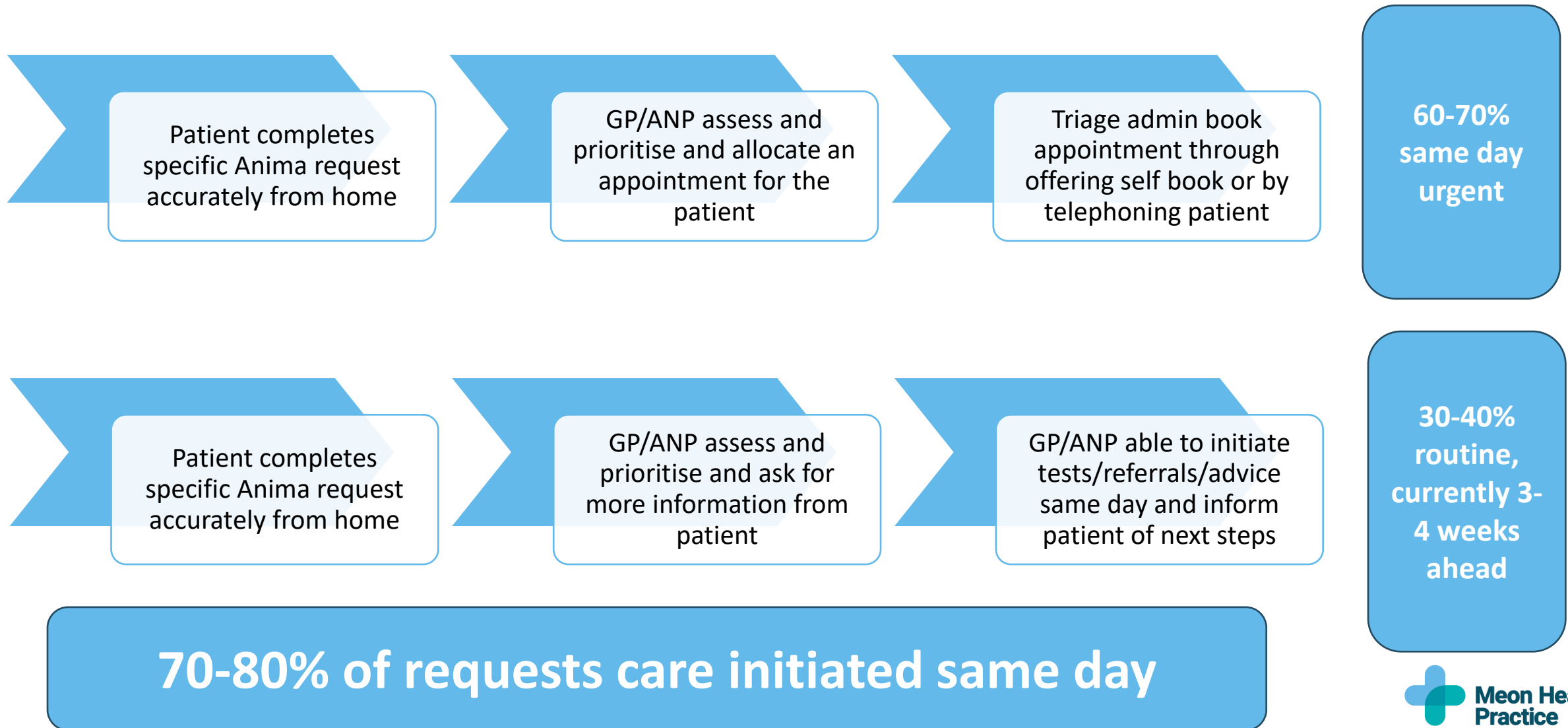
Weekly demand profile - October
Request Outcomes



Consistent pattern of incoming requests



Patient Journey



'It takes a team'

Your GP cares about your health, that's why all members of the practice team are integral to ensuring you get the best healthcare. GPs are not the only professionals who can handle your health needs, they have a team to help too.

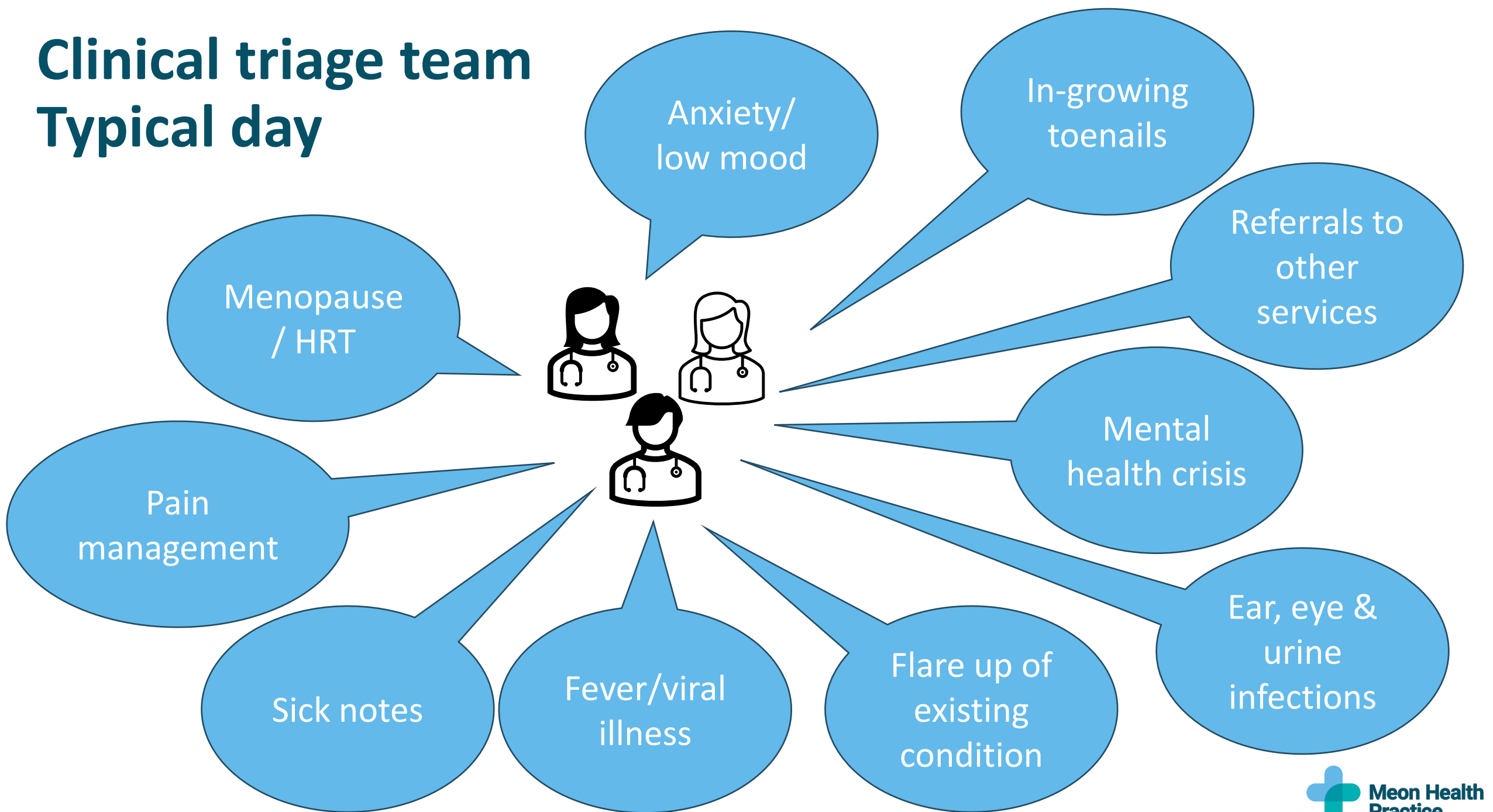
Alongside our GP doctors, we have:

- Advanced Practitioner Nurses (ANPs) and Practice Nurses
- Phlebotomists and Healthcare Assistants
- Musculoskeletal (MSK) Practitioners
- Clinical Pharmacists and Pharmacy Technicians
- Paramedics
- Social Prescribers and Health and Wellbeing Coaches
- Care Co-ordinators, Patient Advisors and Administrators



Clinical triage team

Typical day



Communication & Expectation

Focussed Patient Communication - ongoing campaign

5

Simple actions

You can help us to help you
by doing **five** simple actions:

1. Using Anima
2. Use your NHSApp
3. Check your contact/personal details are up to date
4. Using the Health Navigator A-Z on our website to see if you do need to contact us
5. Using other NHS services when signposted to them by our team

IMPROVEMENT FOCUS AREA

- Communications used in the delivery of service
- Need better quality/more consistent administrative contact/communication
- Getting the team to focus on how it feels for the patient with new more transactional way of working

Consequences of this change

- More patients can be helped
- More routine care can be given
- There is an opportunity to improve continuity of care and we have made some progress
- Patients can ask for help at any time
- Other NHS providers can help deliver the simple urgent care
- Patients can communicate in their own words direct to the clinical team via Anima
- It can feel a bit impersonal
- The new process is more transactional which is a big change for some patients
- Its new and we haven't got it right every time
- Communication about expectations and what next could be improved

What next to make the change sustainable?

- Improve communication to the patient within our processes
- Work with other NHS providers to improve transfer of care
- Be consistent in our service to patients
- Work with patients to manage their health needs appropriately
- Keep measuring how we are doing
- Keep listening to patient lived experiences
- Develop our workforce to thrive in the new ways of working

Questions submitted by PPG members

Access to Appointments – questions answered already we hope:

- If you send an urgent request via Anima in the morning, will it get dealt with quickly and is there capacity to get an appointment the same day if so required?
- Why is it difficult to see the same GP?
- What do I need to do to get a GP appointment for myself?
- How do you monitor the lived experience of your patients regarding access?
- Why is it necessary to fill in a lengthy form to arrange an appointment
- Why do we have to do our own, blood pressure, asthma reviews rather than be seen by a clinician?
- There is a number of hurdles to cross before an effective and simple access to appointments whereby the patient does not feel a need to contact 111, attending a surgery and filling in a form or online and hoping it receives the right response. This not satisfactory as frequently the response does not resolve the problem
- How do I get to speak with a GP rather than a practitioner?
- What availability is there for routine appointments?

Questions submitted by PPG members

Things you asked where we got it wrong

- I asked For an appointment with a physiotherapist to get a diagnosis for a severe shoulder pain. How does the ten-minute phone call six weeks later answer my request? *It doesn't, you should have been seen sooner*
- Why cannot I get an appointment with a doctor to discuss the results of a blood test that doctor has referred me for? *GPs proactively follow up results which need further action if this has not happened it should have*
- Your own FAQs say you can help by using Anima, phone, in person and NHSApp, and yet poorly patients are told to come to the surgery to complete an Anima form often facing long delays as no staff available to assist Patients. How to you triage and monitor access for those without skills or technology so that you are not adding to their health problems with an additional visit to the surgery? *We did ask all patients to use anima independently in the initial few weeks to ensure that those who were able to adopted the new way of working. We are working with our staff to find a better balance to enable telephone support where a patient is unable to use digital access.*

Questions submitted by the PPG

Access to Appointments

In the newsletter Amanda talks about access changes. Patients are also having to take on board the fundamental change that is the relationship with GPs and the surgery. The personal relationship that was a community feature well within living memory ,between patients and their GPs ,has evolved to become a transactional process. What kind of support might be available to patients in managing this change?

We have been focussed on the practical aspects supporting with digital capabilities to ensure access is possible - What do you think might help with the changing relationship?

Will the new houses in the area make getting appointments even harder?

We may see some list growth but so far it has been shared out among practices and not overwhelmed

Why do some people feel they can never get seen? I have never had a problem

We find patients have differing expectations about access

Titchfield Patients are unable to move surgeries as only Meon Practices available within postcode. Is there anything the Partners can do to ask the ICB to provide choice?

We will pass your feedback onto the ICB about lack of choice