

PCS  
**Minutes of the PCS City Practice**  
held on  
**Monday 12<sup>th</sup> May 2025 – 1:00 pm**

<b>Present:</b>	
Nicola Clethro (NC)	Support Manager – City
Patient – YZ	

<b>Apologies:</b>	
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	<b>ITEM</b>	<b>Action</b>
<b>1.</b>	<b>Welcome and Introductions</b>	
	Nicola opened the meeting and welcomed everyone.  NP described the purpose of the PPG meeting.	
<b>2.</b>	<b>Staff Leavers/Starters</b>	
	Dr Clare Boulby days of working. Rosa – Senior Care Coordinator. Diane & Sajeda new receptionists.	
<b>3.</b>	<b>Anima</b>	
	Explained to patient YZ how Anima works and I advised also I will text her the link again. Also, if she has any problems to contact reception and they will help to fill the Anima request in with her.	
<b>4.</b>	<b>New Premises</b>	
	N/A	
<b>5.</b>	<b>ARRS Roles</b>	
	Physiotherapist – available rather than being booked in with a GP.  Pharmacists – to deal with medication reviews and minor illnesses, we have a great pharmacist colleague Lorenzo.	
<b>7.</b>	<b>AOB</b>	
	NC – did advise phones can be busy in the morning but the calls are answered.	

	Also explained the times the phones are answered by our primary care team i.e lunch and Thursday PM.  NC – checked and YZ did not respond MSK referral. NC booked a physio with the in house physio.	
<b>8.</b>	<b>Date of Next Meeting</b>	
	14 <sup>th</sup> July at 1 pm.	