



Meeting Minutes for 27/05/2005

Meeting Venue: Marston Surgery

Attendees:

Representing the Surgery:

Anna Zajickova - 'Quality Assurance & Peer Review Manager' and

Dr Gautham Adusumilli - GP Partner

Representing the PPG:

Bill Garner Chair, Ted Pilbeam and Jean Buchanan

1.0 No Apologies for Absence

2.0 There was no Action left over from Previous Meeting

3.0 Staffing Level

- 2 GP Partners, 3 Salaried GPs, 3 GP Trainee with additional GP Trainee joining in August (total 4 GP Trainees) + new salaried GP is due to join in August to replace one of the GPs who is leaving
- Management team - Charlotte Rose no longer works for the organisation
- Nursing Team - New Practice nurse joining in August
- No other changes

4.0 Surgery Service Statistics

- Initially missed appointments with both GPs and ANPs (Advanced Nurse Practitioners) reduced. However, since the opening of Anima from 8am to 6:30 there has been a substantial increase of missed appointments this quarter by 9%
- Missed appointments specifically with the practice (this might include appointments with nurses, healthcare assistants, or for other services) has increased by 4%
- For the past 3 months, using Anima the practice has been able to improve patient access and streamline appointment scheduling. These efforts have met great results, with a significant **11 % increase in appointment capacity**. This substantial growth translates to an average of **1316 weekly appointments** being offered, ensuring more patients can access the care they need in a timely manner. Unfortunately, more appointments are being taken because of Anima being open for patients for issues from 8am to 6:30pm.

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- Following the implementation of Anima, our Friends & Family test shows a 14% increase in positive feedback.

5.0 Surgery Opening Times

- Anima opens online at 08.00am for both urgent and non-urgent queries. Once safe capacity is reached for urgent same queries, Anima remains open until 18.30 for non-urgent queries. Recent patient survey shown that majority of patients that answered the survey use Anima for non-urgent queries.
- Telephone lines open at 08.00am

6.0 Anima updates:

- Uptake for Anima increased - over 8300 patients are now registered and using Anima, benefiting from improved access to care, streamlined communication & reduced wait times.
Patients are encouraged to use alternative methods for repeat prescription requests and appointments with Nurses and HCAs, as Anima is not the preferred platform for these services.

7.0 Current Surgery Initiatives

Introducing Anima's AI-powered document processing to help us manage hospital letters and clinical documents more efficiently.

With this new system:

- We can now process **twice as many documents** as before.
- This means **less waiting time** for patients, as hospital letters and referrals are reviewed and actioned more quickly.
- Urgent matters are identified sooner, helping us provide timely care.

Introducing Heidi Health - Your AI Medical Scribe

To improve the quality of care and reduce waiting times, we have also introduced **Heidi Health**, an advanced AI-powered medical scribe system.

What is Heidi Health?

Heidi Health is an intelligent assistant that listens during your consultations (with your permission) and automatically transcribes your visit. It then generates accurate clinical notes in real-time, helping clinicians focus on you—not their paperwork.

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How Does Heidi Help You?

- **More Focused Consultations:** By automating note-taking, your doctor can maintain better eye contact and actively engage in the conversation.
- **Accurate Medical Records:** The AI ensures detailed, precise documentation of your symptoms, concerns, and treatment plans.
- **Faster Follow-Up:** With notes generated immediately after your visit, your care team can review and act on your information sooner.
- **Reduced Waiting Times:** Less administrative work means your healthcare providers can spend more time seeing patients.

Privacy and Consent

Your privacy is paramount. Heidi Health operates with strict security standards and only transcribes your visit if you consent. All recordings and notes are encrypted and stored securely in compliance with healthcare regulations.

8.0 PPG Feedback to Surgery

- Patient complaints and comments increasing on Facebook. The reason was partly put down to Anima now being available for 8:00 to 18:30 and non-urgent appointments being moved on to following days. This can impact the number of urgent appointments available on the day.

We understand that the reasons for these changes are because of the new NHS contract that all Surgeries are having to implement from the 1st October this year, the Surgery have implemented it sooner to ensure smooth transition.

However, it doesn't help that patients are not aware for the reasons for these changes.

- **Resignation**
The PPG Chair has regretfully had to accept the resignation of Jill Bozdogan (Deputy Chair). There were comments of support and thanks for her work and assistance to the PPG (She will be missed).

9.0 Surgery Feedback to PPG

Patient Complaints

We kindly remind patients that it is important to raise any concerns or feedback through the appropriate channels by contacting the Practice Managers directly. Unfortunately, issues raised on social media platforms like Facebook or through the Patient Participation Group (PPG) cannot be effectively addressed unless communicated to us through the proper avenues. This ensures we can respond promptly and provide the best possible support.

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Update on New Cranfield Surgery Site

We would like to update you on the ongoing discussions with the ICB regarding the new Cranfield site. Regular meetings are taking place, and we remain optimistic that a positive agreement will be reached.

Unfortunately, the timeframe for these discussions is beyond the practice's control, and we appreciate your patience as the process continues.

We will provide further updates as soon as there is a clear outcome and the next steps are confirmed.

Thank you for your continued support.

10.0 Date of Next Meeting yet to be arranged

The date of the next meeting has not yet been agreed as we hope it to be an open meeting being held in Cranfield. It is hoped it will be the end of September to beginning of October.