PPG Meeting 25/09/2026 1 pm

Date

Fri 25 Sep 13:00 - 14:00

Location

Big Meeting Room

Confirmed attendees

Amy Hood, Kate Slater

Other Attendees

FMS/PW/TF/ME/SD/GW/CC/PP/RH/AD

Details/Agenda

1. Welcome and apologies

2. Introduction
3. Membership update
4. Noticeboard
5. Practice Update - Kate or Tyler
   Staffing, DNA's and any updates we need to know or discuss.
6. AOB
7. Date of next meeting.

Minutes

Welcome and apologies

Introduction

Membership update

CC - Some PPG members did not respond to her queries she will keep a record of their non attendance. PW updated her number as not received messages but was at the meeting in any case. KS passed round a sheet to update everyone's info.

AI use in Practice

- There has been a lot in the news regarding AI in health care recently the group enquires bout AI use in Swallownest health centre.

- KS - We are aware that the Emma AI chatbot/auto booking service is in use by other practices in our area. We did look at this but did not feel it was developed enough, there have been reports that people with strong accents or quiet voices are not receiving good responses. As a practice we feel at present that this technology is not advanced enough to take away human interaction and interpretation especially when a patient is unwell or upset and not able to express themselves

properly. Only one practice uses it in the PCN and their GP survey results are not good at present so we have held off on this type of AI use for now. CC comments that one practice in Worksop has already removed theirs.

- KS - To update the group the previous AI scribe (note taking aid) we used in practice Heidi AI has now been stooped and we are currently using Accurx Scribe instead. Accurx scribe is expensive but over 80% of UK practices use Accurx for sms (including us), its fully integrated in our computer system and now they have introduced this it just made sense to switch. It works in the same way as Heidi did, nothing saved until after the GP has read through reviewed and tweaked the notes and as always patient will be asked if they consent to its use during the appointment. Currently being trialed by our partner GP's only.

- PP - queries if there is one that can flag missing scripts when ordering medication/ KS - not that we are aware of it doesnt seem to be something that has been developed yet.

- KS - There are AI services that offer Telephone/scribe/recall/blood test reviewing

- TF - Does the practice have statement/notice or AI policy in place? KS - Will se to it that this is added to the IGPR section of the website addendum - this has been done now

- RH - suggests that somewhere we mention that we are not using a Telephone AI and that this has been discussed by the PPG - possibly via Facebook page?

Practice Update

Staffing, DNA's and any updates we need to know or discuss.

Mock CQC Visit

- We had a mock CQC inspection (similar to Ofsted but for health care) last week by an inspector who works down south and does mock visits as a side business.

- As most of the group will be aware our last two visits 2021 and 2023 left us in 'Needs Improvement'. Though we did show significant improvement it wasnt enough to push us into 'Good' rating. The CQC then had a restructure and our revisit was postponed.

- The mock inspection results came out as overall 'Good' with the breakdown as below;

There are 5 sections to the inspection

1. Well Led - Good

2. Safe - Requires Improvement - currently working on the feedback we received to improve this

3. Care - Outstanding

4. Responsive - Good

5. Effective - Good

Our GP survey results this year have also been very good and have shown significant improvement year on year.

KS thanks CC who did wait for a call as normally PPG head is contacted but for the mock visit it wasn't done.

The reason we have done a mock inspection now is that Kiveton and Village surgeries in our PCN are both having their official visits in the next few weeks and as they are in the area we expect to be called soon.

Suggestions for future meetings

- CC Moving the time didn't work but we can try at the April AGM to push for other demographics.

- CC should we try acquiring a speaker for the AGM? KS - Asha our link worker is off so not sure if we can get her or not but if she is back we will ask. They know a lot of local information. TF recommends a pharmacy first update with the new items being added. AH - Sign up isn't until 1st October we don't expect it to be implemented until perhaps mid November? KS - The media are pretty quick to hop onto these things when the infrastructure isn't ready. TF - By the AGM should be up so perhaps we could get a speaker then? KS Will look into it.

- Please let CC know if anyone has any other thoughts

NoticeBoard

To put next meeting date on board

AOB

Hospital Bloods

- PP enquires about hospital bloods not being permitted at the practice and how difficult it is to get parked at hospitals.

- KS - We dont do blood for hospitals due a variety of factors including lack of funding (to do all hospital bloods we would need more staff and rooms to accommodate them) and general practice not being able to do specialist blood work but also computer compatibility issues and who has the ultimate responsibility for reviewing the blood work that comes back. At present its just not feasible.

- TF - is a member of the hospital PPG so will enquire from their perspective.

- RH - Rotherham hospital and the old walk in centre you can go onto their website and register to be exempted from parking fees if your a regular attendee.

Online Appointments

- AD - Enquires why GP appointments aren't up online.

- KS - They were historically but we so misused for minor issues that it wasn't feasible to keep them up. We do have GP appointments available up to 14 days in advance and we do recommend the use of the online form particularly for routine bookings. You can access this form every weekday during core hours via the NHS app or the website so you dont need to call and wait on the line for something routine anymore.

- AD - spoke to a member of the public who had a referral and needed to come back for review following but couldn't get

here in times offered due to job/college so went to Dinnington instead.

- KS - Extended Access GP's are not the same as our usual in house GP's however they can access the patients full record. In this case its up to the patient whether they take time out of their work and see their usual GP or use extended access.

- AD - spoke to another lady in the area who is pregnant but is still seeing her midwife from previous practice.

- KS - midwives are not employed by us but the hospital they would have to speak to the midwife and ask that they do an internal transfer if wishes to be seen locally. There can be some issues/delays if coming from Sheffield to Rotherham due to Hospital boundary issues.

Date of next meeting.

Friday 18th December 1pm

Actions

1. Update IGPR policy with AI information
2. Update facebook with AI information
3. Speaker for AGM - Link Worker and or Pharmacy First update