

PATIENT PARTICIPATION GROUP (PPG)

Date: 22 January 2026 – TEAMS MEETING

Present: MEMBERS –Patricia John, Philip Herlihy, Chris Barnett-Page
Andy Simons, and Sybil Fergus

Practice: Dr Shalini Kavar, Sindhu Balakrishnan and Bilal Khan

| MINUTES | | ACTION |
|----------------|---|---------------|
| 1.0 | <p><u>APOLOGIES:</u></p> <p>Apologies were received from Helen O'Brien, Graham Smith and Michael Clarke.</p> | |
| 2.0 | <p><u>MINUTES OF LAST MEETING :</u></p> <p>Minutes of Meeting held 08 December 2025 were sent and acknowledged by some members.</p> | |
| 3.0 | <p><u>MATTERS ARISING;</u></p> <p>None presented.</p> | |
| 4.0 | <p><u>PRACTICE REPORT:</u></p> <p>Practice reported improved access. Patients digitized reduced waiting time.</p> <p>Maintain two-week appointment time, they are listening to patients.</p> <p>They have introduced AI receptionist to answer calls at their Practice.</p> <p><i>Benefit of AI Receptionist</i></p> <p>AI deal with many languages – up to 85 Patient indicate language AI deal with patients' individual needs AI makes the appointment, this reduces workflow. However, patients</p> | |

can decide not to speak to AI and choose human interaction.

To choose human interaction call **020 3879 4499**. The Practice are asking that volunteers from the PPG come to see how the system works. Two members volunteered to do so.

We were advised that patients who find it difficult and do not want to speak to AI would be called and bypass the system.

Question:

What happens when AI pick up from patient and there is an emergency to be dealt with?

Answer

Human decide the way forward after AI complete the form.

Question:

Would staff lose their jobs because of AI receptionist?

Answer

It is not the intention to get rid of staff. Lots of backend work to be done by humans.

First reaction:

85 languages catered for – immediate reaction - very positive.

There is a significant amount of work to be done – there is no long voice calls, AI verify date of birth.

Every query is answered, Form filled in at 09.00 – get back to patient by 12.00 noon. Do not leave anything overnight.

Question

How does the system recognise urgent or distress calls?

Answer

System transfers you to human for chest pain, labour pains etc.

Question

Are you the first Practice to promote AI receptionist?

Answer

Another Practice in NE London has done so, also 8 have partial AI in North Central London Practices.

Talked to the NE London who first adopted AI receptionist.

Publicised to see how it goes first. Patients seem happy. That is our first priority; that patients are happy.

St James have the largest number of calls. We therefore want St James HC to pilot this first. They reiterate, it is hoped the volunteers would call the number and interact.

Question

Member asked, will Call Centre answer for all Addison Road Practices?

Answer

Yes

Question:

Member asked - would AI ask you what language you speak and then speak to you in your own language?

Answer

Yes

They further stated that AI improves efficiency. Staff can do other tasks beside answering the phone. For instance, they could be coding documents and assisting the GPs in other ways. They intend to upskill and train staff.

They are looking at many solutions. It makes sense to bring in AI, it is the right solution for patients.

The matter of QR code was raised. Decided no need to scan if you cannot see it.

They are hoping to go "live" by the first week of February.

Setting up include feedback before implementing roll out. Will call work group before.

Recruitment:

Partnership went live on 01 January. Focussed around individual skill set.

General:

It was suggested by the Practice if PPG meetings could be held quarterly, also changing from Monday to Thursday as there were a lot of inter office activities on Mondays.

Philip suggested every 2 months.

As 3 members of the PPG were not in attendance, I should be obliged if you would let me have your views on this change in sequence of meetings.

That is whether anyone have difficulty meeting Thursdays and 2 monthly as Philip suggested.

Unless I hear to the contrary our next meeting will **be Thursday 26 March by Teams at 5.00pm.**