

## Apple Meeting

11<sup>th</sup> November 2024 at 3pm

### Attending:

Dr Saluja, Practice Managers: Elaine [REDACTED] and Matt [REDACTED] David [REDACTED] Jackie [REDACTED], Beryl [REDACTED], Cllr Sisterson and Fiona B

1. Welcome Dr Saluja welcomed & David chaired the meeting at the surgery.

2. Apologies for absence; Ann [REDACTED], Jules [REDACTED], Cllr Panjala

3. Minutes of last meeting 13<sup>th</sup> September 2024 were approved.

#### 4. Matters Arising.

AMC is now at full capacity for 'patient navigators' (10) handling patients calls.

DNA - do not attend at the surgery reached 49 hours of wasted appointments a month!

The agreed cushion of max 10 minutes late hasn't seen any issues. This information is to be made known to patients, including on the TV screen in waiting area. The surgery appreciates if a patient is going to be late or unable to attend their appointment to call reception ASAP letting them know the situation and see what can be sorted.

The self-checking system in the waiting area is still awaiting funding from Integrated Care Board, staffing levels at reception are covering check-in.

A board of 'who is who' at the surgery names and specialism is in progress (f/u Matt).

Flu and Covid jabs are currently taking place (around 65yrs mark at moment), Covid jabs are pre-booked, Flu clinic walkins. RSV (Respiratory Syncytial Virus) vaccine for patients with upper respiratory conditions is a set criteria and you will be contacted if recommended for you. Contact for appointments is typically by text but if not listed a mobile number then a letter or phone call would be made.

For clarity AMC contacts via text is looking to name the patient in its communication.

A I Artificial Intelligence - on agenda.

Patient welfare and any concerns through Cllr Panjala will be noted when raised.

Blood pressure checks, a text asking for readings, best to do 3 readings, over a period for clearer picture.

Van blocking drivers view at entrance/exit - see item 7

#### 5. A I implementation at AMC

The scheme planned to alleviate staff from answering initial calls to the surgery so they can use their upskilled knowledge to better assist all patients had its trial. AMC are the first in the area (getting ahead) as this is likely, long term, to be adopted across the area. The trial using Artificial Intelligence, voiced by Emma the automated virtual receptionist took place for one month. Due to the company trialling the product and process the surgery didn't have a decent lead time to notify patients as much as they would have liked, so appreciate all feedback. Feedback via Facebook, in person, via the surgery and discussed here is necessary to tailor this service to best fit the needs and patients at AMC. So far learnt that the system is very apt at answering multitudes of calls; simultaneously and creating the first contact with the surgery. Information such as wait times, name, phone number, postcode and what the call is about were asked and

sometimes successfully answered. A I was very good at recognising words, conditions, needs for help, it can even recognise distressed voices, muffled voices and advice 999 for chest pains etc. The system learns as it goes: constantly increasing its knowledge. The issues raised included the vastly inaccurate one hour wait time it was suggesting to answer calls (& disconnecting), the frustrating inability to recognise patients' names (up to 5 times) or the spelling out of names and not giving options to speak to a person if needed and wanted. Issues also experienced with calls where the patient uses speakerphone, in noisy background or have withheld number. Some concerns had been noted prior to the trial and it was necessary to see how it would 'actually work' as it would be a lot more receptive to work in the future. Conclusions included 'Emma' introducing herself in a clearer way for all patients to understand the concept. Make clear the option of request Medical or Admin, A max of 3 attempts to spell names or misunderstand before being connected to a person and having an option button (or word) to bypass and talk if needed. Easy tutorials/ information to be provided to patients on how the system works, as and when it might be in the future.

#### 6. 14 day pathway

Concern was raised that the 14 day pathway for suspected cancer cases had been increased to a 28 day pathway. The pathway is an accelerated series of appointments; blood, tests, scans, seeing someone, within a 2 week window. The timeframe was discussed and concluded that some cases might be prioritised more than others and therefore seen more quickly via the hospital. As it stands 14 days is still the norm but for clarity AMC practice managers to confirm the timeframes now advised.

#### 7. Cllr's Comments

Cllr Sisterson said she hadn't received any recent complaints about the surgery. Discussed the large commercial van that now continuously parks up on the pavement (within the bollards) just outside surgery that dangerously obscures the view for drivers and risks pedestrians. The Cllr is now looking at how to resolve; yellow lines or parking controls as some possible solutions, to follow up status at next meeting.

#### 8. AMC staff *Thanking the staff at AMC for all their hard work throughout the year.*

#### 9. A.O.B.

Discussed the need to make the BRCA 2 testing forms and administration a lot more straightforward. The process that tests risk of breast cancer due to genetics has been complicated partly because of data protection and sharing medical information. AMC to review the process and train staff from reception to GP referral.

Discussed how to correct and update correspondent between hospitals and patients/GP where events, injuries, left and rights have been wrong. Advise a letter to the hospital with corrections and let GP know of misinformation.

AMC has a better understanding of the area the surgery surveys geographically.

Noted at A&E if return with same condition in 48hr normally see different doctor.

Integrated Care Board recent inspection at AMC outcome good, no concerns.

**Next meeting Monday 20<sup>th</sup> January 2025 at 3pm**

**Wishing everyone a Merry Christmas, Happy Holidays & Happy New Year**