

## Apple Meeting

17<sup>th</sup> November 2025 at 3pm

### Attending:

Dr Saluja, Practice Manager: Elaine [REDACTED], David G, Beryl D, Joanne H, Fiona B, Cllr Sisterson and Cllr Panjala (as intended from 3:30pm) and three medical students.

1. Welcome Dr Saluja welcomed & David chaired the meeting at the surgery.
2. Apologies for absence: Matt [REDACTED], Jackie S and retiring, with thanks from Apple for their service: Jules and Ann
3. Minutes of last meeting 22<sup>nd</sup> September 2025 were approved.
4. Matters Arising.

Emma AI to be discussed in agenda  
DNA up-to-date/year figures to be reviewed next meeting with Matt.  
Text reminders for appointments are being sent to patients with an option to press a number to cancel: to review of success after few months.  
AMC has increased practice nurse numbers to cover more days and patients. Increased practice nurse posts. No current paramedic post.  
Walk-in Flu and Covid jab clinics are being held on certain Saturdays: check the website, Facebook or surgery for dates. Remember AMC have enough vaccines for their patients so opt to book here before looking elsewhere.  
Health in Thurrock is a focus for doctors and local councillors: education, healthy choices and nutrition. Future plans to progress the ideas.  
Local issues also include the building of 1,600 and 400 potential new homes in the area and how AMC can help/increase/advice on how to meet extra demand on services....is it new surgery, more surgeries?...  
Self-service check-in is working ok in the waiting area, supported by Reception desk.  
Blood tests at AMC can be booked directly with them and not through Swiftqueue (the booking system for Orsett, Basildon etc)  
Discussed the restructuring of the Integrated Care Boards (ICB – NHS organisation that plans and funds local health services) which hopes to refocus on community based medical treatment.

### 5. Imaging Centre at Thurrock Hospital CDC

The new centre has opened now at Long Lane, Thurrock Community Hospital and is offering patients in Thurrock the option to book their MRIs and offering scanning referrals directly with them, a closer option than Basildon hospital. This is part of the Community Diagnostic Centre plan, others to follow in neighbouring Essex areas, easing demand and shortening waiting times for appointments. Breast screening appointments in various locations can be booked via the central office number on the letter you are sent. The possibility of offering at AMC has been discussed but is prevented by the large size of the screening vehicle and not being able to fit in the car park.

## 6. Emma the AI receptionist

Emma is the Artificial Intelligence receptionist; supporting answering phone calls, starting the triage process and allowing staff to quicker match patients to appointments. Overall, Emma has been very successful and learns as she goes. Recent areas of improvement are how she responds to patients' requests, especially if they wish to speak to a 'human' and if they get 'frustrated' her possible abrupt response, Noted the need to sometimes speak directly to a human receptionist; for more complex questions Emma can be overly 'difficult' as a gateway to a human. Patient experiences are to be tried and tested. Note also: calls are logged and any issues you have with Emma please report them to the surgery, practice managers. Only if experiences are learnt can the system continuously be improved.

## 7. Cllrs comments

Concern was expressed for the wait time for Cardiograms now the system isn't nationally managed in-house, it is taking significantly longer.  
Discussed numbers for houses and number of patients at AMC and how doctors and nurses appointments are assigned according to need and complexity of conditions.  
Doctors, staff and especially noted here were the receptionists and how good, polite and efficient triage concept has been and patient feedback.  
Later the Apple group were shown how the technology works for the booking system on a daily, weekly and monthly format.

## 8. A.O.B.

AMC is looking to further use AI as a tool for accelerating the process for administration. This plan is to scan hospital letters arriving (when they arrive; in due course) from hospitals with patient follow-up. The scan looks for key words and highlights all relevant information for further action. Others words can include things like Smoker, Blood pressure: This obviously will be reviewed, audited and assessed to see how good, accurate and efficient the system can be and could condense a week's process into a day. Also, noted that consultant's letters are typed and human error has seen typo mistakes in lefts and rights!

Discussed the future meeting frequency of Apple and the plan is to meet quarterly (every 3 months) with additional meetings in-between; as and when the need arises. The base plan is January. April. July and October.

***Next meeting Monday 19<sup>th</sup> January 2026 at 3pm***

***...Christmas, Festive and Seasonal Best Wishes to all and a very Happy New Year***