

St Margaret's Medical Practice: PPG Minutes 27 June 2025

Key takeaways

- Total triage system has been implemented with 60% of patients using it since September
- New medication review questionnaire system introduced to improve efficiency
- Practice is experiencing high demand with wait times increasing despite additional capacity
- Heidi AI transcription software being used successfully for consultations
- Newsletter planning in progress with multiple topics identified
- Photo board of doctors to be implemented in reception area

Discussed topics

Practice Update

- **Details**
 - Dr. Saini: Practice is experiencing increased busyness with longer wait times
 - Extra appointments added through access funding
 - Two new trainees joining soon
 - North West London ICB merging with North Central London ICB
 - Patient consultations have increased from 3 to 12 times per year average
- **Conclusion**
 - Despite additional capacity, demand continues to outstrip resources
 - Practice currently has 12,763 patients
 - Cannot close patient list despite capacity concerns

Total Triage System

- **Details**
 - Dr. Saini: 60% of patients have used the system since September
 - Receptionists assist vulnerable patients by filling forms on their behalf
 - System allows for follow-up conversations online
 - Some concerns raised about appointment confirmation messages
- **Conclusion**
 - System working effectively but needs some refinements
 - Practice to test appointment confirmation messages to ensure clarity about in-person vs telephone appointments

Medication Review System

- **Details**
 - Matthew: New questionnaire system implemented to reduce unnecessary appointments
 - Only 50% of medication reviews now require appointments
 - System includes safety mechanisms and validation

- Colin raised concerns about disappearing medications from lists
- **Conclusion**
 - Annual reviews required for all medications
 - Three-year cycle for in-person reviews
 - Working to align blood tests with medication reviews

Heidi AI Implementation

- **Details**
 - Dr. Saini: AI transcription software being used for consultations
 - System has NHS security accreditations
 - Focuses on medical information while filtering out non-medical conversation
 - Multiple doctors in practice using the system
- **Conclusion**
 - Patients can opt out if desired
 - System improving efficiency and note-taking accuracy
 - Notice posted in waiting room about system use

Hospital Communication

- **Details**
 - Jeanette: Concerns about disconnect between hospital and practice communications
 - Dr. Saini: Variable quality of communication from hospitals
 - Practice implementing text message system for follow-up actions
- **Conclusion**
 - Patients encouraged to bring hospital letters to practice
 - New system being implemented to notify patients when action needed

Action items

- **Practice Staff**
 - Test appointment confirmation messages for clarity about appointment type
 - Implement photo board of doctors in reception area
 - Review medication review policy and system issues
 - Increase NHS app usage to 76% by March 2026
- **Zoe/Lisa**
 - Meet with Barbara and Jeanette regarding newsletter content
 - Provide prioritised content list for newsletter
- **Matthew**
 - Continue implementing new medication review questionnaire system
 - Develop system to align blood tests with medication reviews
- **Jeanette**
 - Format and layout newsletter content once received from practice