

Minutes of the PPG Core Group meeting on Thursday 2nd July 2026

Attendees:	Dr Sarah Scott	GP Partner
	Debra Matthews	Operations Manager
	Penny Turner	Data & Managers Assistant
	Jules Burns	PPG Chair
	Steven Bobash	PPG Deputy Chair
	Cheryl Burns	PPG Member
	Anthony Isaacs	PPG Member
	Agatha Kalisperas	PPG Member
	John Levite	PPG Member
	Stephen Warshaw	PPG Member
Absent	Susan Harvey	PPG Member

1. Minutes & Matters Arising

1.1. The Minutes from the meeting on 2nd April 2026 were approved.

1.2. The PPG Process:

- It was agreed that the PPG Terms of Reference in clause 4.7 should now include terms of service for all Core Group members, length to be finalised and document updated. This item is still outstanding.

1.3. The Core Group Representation:

- It was disappointing that there had been no response from the wider PPG members to the last meeting and in particular no new registering of interest in joining the Core Group. It was decided that we should reach out to the small number of those members who had previously registered their interest. They would be interviewed by the Chair plus one other Core Group member if still interested.

1.4. The surgery reception area:

- Penny and Agatha were congratulated on the changes to the information boards which had made them much more attractive and readable. The next stage is to update the photos and the organisational structure board.

1.5. The Core Group confidentiality agreements:

- It was agreed that Steven B would redraft it and submit it to the Practice for review before it is circulated in advance of the next meeting.

2. Practice Reports

2.1. Emma, the virtual AI receptionist:

- The meeting viewed an online presentation outlining the proposed virtual AI receptionist called Emma that the surgery plans to introduce. It was clarified that this was not a cost saving plan, rather it is an investment to support existing staff and improve patient access. The plan is to introduce it in August, perhaps as a soft launch, when demand on reception is typically lower and planned to be fully operational from September. The key benefits of the system are:
 - It answers the phone immediately, which is particularly valuable to avoid the long wait in the morning to get through to reception;
 - It carefully takes down and clarifies the issue that the patient is calling about and agrees it with the patient before passing it on to the surgery;
 - It instantly recognises and speaks multiple languages with more to be added;
 - If the patient wants to speak direct to reception it will put them through although it will warn that there will be a waiting time;
 - The service will be available in surgery hours as is the case with eConsult;
 - The service is much quicker to deal with than going through eConsult;
 - The reception team receive the summaries along with those from eConsult and the calls taken direct and will allocate them as now.
- The meeting was impressed and felt that it would be best to go straight for a full launch in August to give time to iron out any issues before September. It was agreed that the communication to the wider patient group including posters, website information, waiting room displays and text messaging where appropriate was very important and the Practice will provide some alternatives for comment by the meetings members.
- Whilst this service was available in many surgeries across the country Keats Practice would be the first in our area and therefore we should try and get some publicity in the local press. Steven B agreed to pass relevant press contacts onto the Practice for them to make contact.

2.3 Practice Staff Updates

Admin Staff

- Shonaeia has joined the Reception Team.
- Ilsa has joined on as agency staff member in Reception.
- Lauren has recently joined the Data Administration Team.

Clinical Staff

- Dr Caroline Meehan will be leaving the Practice to take up a salaried GP post closer to home.
- Dr Jessica Engler will be rejoining the Practice in September.
- Dr Amber Saleem will be leaving following relocation.
- Existing GPs will increase sessions to provide cover where required.

- GP trainees will continue to support the Practice, with further trainees joining later in the year.

Nursing Team

- Temporary nursing arrangements remain in place whilst the Practice Nurse is on maternity leave.

3. Practice Policies update

The policy for assistance dogs has been updated. Members discussed the legal distinction between assistance dogs and emotional support dogs.

4. Actions Summary

Action	Lead
Update Terms of Reference with Core Group	Chair/Practice
Contact previous applicants interested in joining the Core Group	Chair/Penny
Update staff photographs and organisational chart	Penny/Agatha
Revise and Circulate Confidentiality Agreement	Penny / Steven B
Produce patient communications for Emma AI launch	Practice
Share communication drafts with Core PPG	Practice
Explore local press coverage	Steven B / Practice
Monitor AI implementation, patient feedback and call data	Practice

4. Date of next meeting – Thursday 3rd September 2026 at 1600 at the Practice.