

## Notes of Practice Patient Group Meeting – 7 October 2025

Present Dr M Lacy, Andrew Poole and 5 patients

		Action
1	<p><b>Partners Update</b></p> <ul style="list-style-type: none"> <li>• The new Total Triage system is working very well. Patients are also giving very positive feedback.</li> <li>• The shortage of receptionists caused an admin backlog which is now being cleared.</li> <li>• Heidi AI note-taking has started with some of the GPs and they find it useful, as do their patients.</li> <li>• A <a href="#">new virtual receptionist</a>, Emma (Enhanced Medical Messaging Assistant) is being introduced. Emma can answer multiple calls simultaneously and in 10 languages and completes the same Total Triage form as used online.</li> <li>• A new nurse, Alice, has replaced Lizzie. There was a gap which led to some gaps in regular clinics but these are now resuming.</li> <li>• <a href="#">Changes to the GP contract</a> have had little impact. Clinicians perceive a possible reinvention of a very old wheel but with no new money to support it.</li> <li>• <a href="#">Patient charter</a> is now on the website – in the blue footer area from a link “You and your general practice”.</li> </ul>	
2	<p><b>PPG project work</b></p> <ul style="list-style-type: none"> <li>• Engaging more PPG members. Andrew will look for ways to increase awareness of our Facebook page <a href="https://facebook.com/facebook.comnevellssroad">facebook.com/facebook.comnevellssroad</a></li> <li>• Accommodation – our application to the ICB was accepted and the surgery is now on a waiting list for funding to get off-site storage of patients’ records. Marlene will now explore options for digitalisation.</li> <li>• Newsletter: Nayier has produced another edition but due to delays in getting it signed off, it now needs to be updated re staff changes and extended hours info</li> </ul>	<p>Marlene</p> <p>Nayier/ Andrew</p>
3	<p><b>Integrated Care Board</b></p> <ul style="list-style-type: none"> <li>• The <a href="#">Herts &amp; West Essex ICB</a> will lose W Essex and from April 2026, will merge with Peterborough, Luton, Beds &amp; Cambs.</li> <li>• Nayier and Jackie recently attended a new network meeting via Zoom for all Herts PPGs. With over 30 participants they found it unwieldy and doubted its future usefulness. Instead, Jackie will approach all the PPGs in our <a href="#">PCN</a>: Letchworth, Baldock and Ashwell &amp; Bassingbourn, to explore options for a more local network of patient groups.</li> </ul>	<p>Jackie</p>
4	<p><b>Next meetings</b> - 6.30pm at the surgery</p> <p>Tuesday 6 January Tuesday 7 April Tuesday 7 July</p>	