

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 10 APRIL 2025

1. Present: JL, Dr BW, CHi, CHe, LC, MS, JS, MT, PS, JM, PO, SC, JR

Apologies: AD, ES, RC, RD

2. CHi welcomed everyone to the meeting. She informed everyone that there had been a slight change to the agenda previously circulated. The main items for discussion today are: Artificial Intelligence and Seasonal Promotions

3. Artificial Intelligence (AI) – Dr B Waller

Dr Waller informed the meeting that AI is developing at an incredibly fast pace and has the potential to significantly improve primary care. It can be used to help clinicians write up clinical notes (Heidi AI Scribe), document management (Anima) and automated triage. Dr Waller emphasised that careful consideration of ethical, practical, and technical challenges is crucial for all AI platforms.

Dr Waller informed the meeting that Dr Lane, Dr Schatzberger and herself are trialling Heidi AI Scribe to help document clinical notes. GP trainees will not use the system.

Heidi AI is an advanced digital assistant powered by artificial intelligence. It supports clinicians by listening to consultations and generates a summary based on the conversation. The summary is reviewed by a clinician before the notes are added to the patient's medical record.

Heidi AI is accredited for use in the NHS and complies with data protection laws, including GDPR. No recordings are made or stored, and it cannot access medical history. If patients prefer the Practice not to make use of this technology, their request will be respected.

Dr Waller and Julie role-played a consultation, to demonstrate the system to PPG members.

There was an opportunity for PPG members to ask questions. Dr Waller reassured members that:

- Heidi AI does not make a diagnosis
- Heidi AI copes well with different accents
- The system recognises emotions during a consultation
- The summary generated by Heidi is reviewed and approved by a clinician before being added to the patient's medical record
- Heidi AI offers many benefits and allows clinicians to focus on listening to patients without the distraction of taking notes.

PPG members commended the Practice for embracing the innovative AI technology.

4. Seasonal Promotions

Julie informed the meeting that the Practice is keen to introduce seasonal self-help information boards information flyers in Reception. For the Spring/Summer seasons, tips on managing Hay Fever and Staying Safe in the Sun were suggested topics. Julie requested PPG involvement in planning and producing Practice specific information. Jane S said she is happy to be involved. Julie asked PPG members to email CHi with suggestions/offers of support. Further information/discussion required, [eg proposed launch date, size of information boards (table-top or floor standing), information topics, sign-off process for information, whether PPG members are occasionally required to cover the stands] so that a seasonal campaign plan can be developed.

5. Volunteer Patients wanted for GP Trainees

Dr Waller informed the meeting that the Practice wishes to increase the number of volunteer patients. A volunteer patient is a patient with a medical or long-term condition, registered at our Practice, who helps our GP trainees to develop their communication and examination skills. PPG members who are interested in being involved, please email wycb-kirk.admin.kirkburtonhc@nhs.net

6. Date and time of next meeting: To be agreed