

## PPG Meeting Minutes

Date: 15/01/2026

Time: 6:30pm

Location: The Jones Family Practice

Attendees: Kerri-ann Lee, Ian Foster, Yvonne Claydon, Patricia Hadden, Jim Hadden, Peter Joyce, Anne Snelson, Imogen Meddle.

### Discussion on Previous Meeting Minutes and Apologies

- Ian mentions that a previous PPG member has moved out of area and therefore left the group and Imogen lists the members that couldn't attend the meeting.
- Ian reviewed the previous meeting minutes, and Kerri provided an update on the S106 funding. Kerri also explained that the new clinical rooms at The Jones Family Practice are nearly complete and that she will look into submitting a claim once the work is fully finished.

### Staff Updates

- Kerri discusses Goska's return from maternity leave, mentioning she will be working from home until a future date. Goska will handle X-rays, blood tests and other tasks, working from home on Thursdays, Fridays, and Saturdays. New FY2 doctors include Aaron, Flavia, Jesse and Yasmin and a new GP, Dr Jordean Delahaye who is working over both surgeries.

### Implementation of Total Triage System

- Kerri explains the transition to the Total Triage system due to a new contract. The system operates all day with unlimited online access and since November 1st, the system has processed 14,892 triage requests in 51 days, with clinically trained staff managing it. The system uses AI to triage requests, categorising them as red (emergency), orange (1-3 days), or green (4 days plus.)
- Patients are responding positively, with most complaints coming from a small group on Facebook. Kerri explains the system's capabilities, including booking blood tests, travel vaccinations and medication reviews.
- Kerri explains that staff and herself visited Bramerton Church to explain to patients and some other members of the community on how Anima works. Patricia Haddon invited staff to a U3A group in the area, mentioning monthly meetings and suggested it would be a good idea to do a talk for the members on the new triage system. Ian Foster and Anne Snelson said they could also arrange for staff to do a talk for the same group in different areas. Kerri mentions the need for ongoing training for staff to manage the new system effectively and explains how the practice has provided an iPad at each site so staff can help

patients with submitting a request if they are unsure. The practice is also exploring new technologies like "Andy" the AI receptionist to assist with triage.

**Action Items:**

- Present a brief demonstration about the new appointment/triage system to local U3A and community groups.
- Create and publish training videos explaining how to use the appointment/triage system for patients to reduce confusion.