**Latest News from Priory Patient Participation Group (PPG)**

Issue 4: Summer 2025

The Patient Participation Group (PPG) is a group of Priory Surgery patients who volunteer to meet every three months with Practice staff to discuss patients’ experiences of the Practice and how they might be improved. The Practice sees the PPG as providing valuable input supporting its efforts to offer the best service it can to its patients.

The key topics which the PPG discussed at its June meeting were:

**Total Triage approach to accessing appointments**

The Practice management team reported that the Practice would be moving ahead to introduce the Total Triage approach to handling patients’ appointment requests from 7 July. In deciding how best to do this they had considered advice and feedback from Practices who are already using this approach.

The team explained that the reasons Total Triage is being introduced are:

* The NHS GP contract requires it to be adopted by Practices by October 2025.
* To improve accessibility for working patients.
* To improve access to those patients only able to use the telephone.
* To prevent duplicated appointments.

Information about the introduction of Total Triage will be provided by:

* Posters around the surgery.
* Handouts to give patients when they come to the surgery, with website link and QR code.
* Telephone message advising patients of the change and encouraging patients to complete the online triage form.

The team emphasised that following the introduction of Total Triage patients can still request an appointment either by completing the online form, by telephone or face to face at the surgery reception. However, none of them will give direct access to a GP or Advanced Nurse Practitioner booked appointment. All appointment requests will go through triage.

For those patients using the telephone or coming in face to face the online form will be completed by a member of the reception team and sent to the GP team to be triaged.

**Use of Artificial Intelligence technology (AI) at Priory surgery**

The Practice management team explained how the following AI technology is being used at the surgery to improve services to patients and the efficient recording and communication of patients’ details:

Heidi

Heidi is an AI medical scribe designed to transcribe and process conversations between clinicians and patients to produce clinical notes and follow-up materials, including referral letters and assessments. Use of this AI transcriptions allows clinicians to focus more on patients, rather than on typing notes and administrative tasks.

If a clinician intends to use Heidi he or she will ask the patient for their consent at the start of the appointment.

GP Automate

GP Automate processes normal Lab Reports. Patients are sent the results, and their records are updated. Reports are filed, leaving only urgent or abnormal results in the GP’s workflow to ensure these are actioned in a timely manner.

The Practice management team reported that they had become aware that the provider of text messaging for the surgery and the GP Automate provider have stopped working together. They are taking steps to address this problem, but the surgery has had to revert to former processes whilst the issue is resolved.

Healthtech-1

Heathtech-1 automates new patient registrations by populating and coding new patient records. This has been found to save admin. time and improve accuracy of recording, as difficulty in reading patients’ writing on registration forms can present registration difficulties.

**The PPG are keen to hear from patients interested in joining the Group.**

**Please email** [**bnssg.prg.priory@nhs.net**](mailto:bnssg.prg.priory@nhs.net) **or speak to the staff on Reception if you are interested.**