

Richmond PPG network

Notes of Face-to-Face meeting held on Wednesday 24th June 2026

Via teams

1. Attendance:

Primary Care Network (PCN)	Practice
Teddington PCN	Hampton Wick Surgery
	Acorn Group Practice
	Hampton Hill Surgery
Hampton PCN	Park Road Surgery
East Twickenham PCN	Twickenham Park Surgery
Richmond PCN	Parkshot Medical Practice
RGPA	Chair Business Director Administrator

2. Review of minutes from last meeting

The minutes of the previous meeting were reviewed and noted as accurate

3. Discussing the use of Artificial Intelligence (AI) in primary care

- JW provided an overview of the history, development and implementation of Artificial Intelligence (AI) in primary care. Practices are increasingly using AI through systems such as dictation and scribe software, which can listen to consultations between clinicians and patients and transcribe them into structured, detailed clinical notes. AI will also support patient registration processes, helping to reduce administrative tasks for receptionists, administrators and GPs.
- AI triage systems are used to direct patients to appropriate appointment type, helping to reduce waiting times, improve patient access and support demand management. These systems can also help reduce language barriers and reduce the volume of telephone calls received by reception teams. In addition, AI systems can identify potential health concerns from patient results, for example flagging possible anaemia based on haemoglobin levels, and notify patients when routine blood tests are due. Practices within the borough have already begun implementing AI-supported systems such as Rapid Health and Total Triage.
- JW also highlighted some of the challenges associated with AI. AI-generated notes may occasionally include information that was not explicitly discussed during the consultation, meaning clinicians must carefully review and verify all documentation

before it is added to the patient's medical record. AI systems also require ongoing risk assessments and oversight from Clinical Safety Officers (CSO) to ensure they are implemented and used safely.

Discussion/ Questions

- MC asked whether individual practices would use different AI systems or whether there would be a single system across all practices. JW explained that practices may choose systems that best meet their individual needs, provided they meet the required clinical safety standards before implementation.
- SW wanted to understand if jobs will be affected. JW responded that there is not enough staff for certain healthcare roles therefore, we need to implement AI to reduce time and workload.
- VS mentioned her PPG had concerns around AI making clinical and triage decisions and if this will be implemented. Moreover, concerns around the safety of patient data. JW said some systems are already implemented which makes clinical decisions such as Rapid Health which is being used by a practice in the borough. These systems will continue to be monitored and developed. Data is safely stored and cannot leave that local system.
- SR asked how CSOs, who are required for practices implementing AI systems, are funded. JW explained that CSOs are external specialists who are funded by individual practices.

4. PPG Updates

- **Twickenham Park Surgery (MC) - No update**
- **Hampton Wick Surgery (SW)**
 - The practice will go live with the Total Triage system on 1st July. The PPG has been preparing patient communications, including text messages, to support the launch.
 - Patient event on Tuesday 13th October at Hampton Wick from 12.30 till 2pm around dementia. The event will consist of information tables rather than formal presentations and will include representatives from Alzheimer's Society, the Caring Café, Kingston and Richmond NHS Foundation Trust Dementia Lead, Richmond Council Dementia Lead, Age UK and Pathways Through Dementia. Patients from the Teddington PCN have been invited. Subject to registration number, patients from other PCNs may also be invited.
- **Hampton Hill Surgery (SR)**
 - The PPG reported ongoing frustrations experienced by patients when using the NHS App, particularly regarding prescription ordering and booking blood test appointments.
- **Acorn Practice (MG)**
 - A further patient newsletter has been produced.
 - Age UK will be delivering two NHS APP focused sessions during August, including an information talk and a drop-in session.
Sessions supporting families with visually impaired children continue to run successfully
- **Parkshot Medical Practice (VH)**
 - Concerns were raised regarding diversity within the PPG. This will be discussed further at the next PPG meeting.
 - The practice continues to run sessions to help patients use the NHS App.
- **Park Road Surgery (VS)**
 - Interested in diversity in the PPG – Ideas around recruiting students who study health and social care.
 - Discussions around total triage and explained practice data regarding how many requests they get since launching in October. Over 200 requests on a Monday morning. Tuesday,

Wednesday and Thursday 120-150, Friday 150-200. PPG want to educate patients on only asking for request if urgent to reduce the requests on a Monday morning.

- NHS app and navigating medical records. PPG queried if the records on the app will be the same as the summary care records they would use in accident and emergency.

5. AOB

- PT recommended that members regularly read reports published by the ICB to stay informed about local healthcare developments <https://www.southwestlondonics.org.uk/publications/>.
- MC raised concerns regarding referrals to West Middlesex Hospital, noting that some referrals had reportedly been declined. JW explained that some hospitals are temporarily restricting certain referrals to help manage waiting lists. West Middlesex Hospital has been invited to attend future neighbourhood meetings to discuss these issues.
- SR asked about the British Medical Association (BMA) vote on "Plan B", which proposes exploring an alternative model for general practice similar to NHS dentistry. JW responded that, given the current funding pressures and sustainability challenges facing general practice, there are no indications that general practice is moving in this direction.

Next Agenda

- Discussion on how to recruit for practice PPG and PPG Network and how to make it more representative.

Date to be agreed – Suggested Thursday 24th September at 13:00pm-15:00pm hrs Face to Face

Members will be encouraged to send items in advance to be discussed.