Open Meeting, 21 January 2026, Zoom
Minutes

Text in underscored italic is post meeting information

Present: Jean Alden, Matt Edwards (Practice Manager), Keith Marshall (Chairman), Noreen Marshall, David Mitchell, Harsha Mortemore (Vice-Chair), Bharti Sadhu, Dr Dilini Srikantha (GP)
Apologies: Rhiann Ingram, Yogini Patel

1. Minutes of the Previous Meeting
1. The minutes of the Open Meeting on 26 November 2025 were agreed and signed.

2. GP Use of AI [Dr Dilini Srikantha]
1. Dr Srikantha talked about her experience of using Artificial Intelligence (AI) to assist with her work as one of our GPs. Key points from her talk included:
2. Dr Srikantha uses a tool call Heidi AI to assist with the transcription of patient consultations. She is the only member of the Barnabas team using an AI tool and has very good experiences of doing so.
3. Heidi AI has both free and (much enhanced) paid plans.
4. The Heidi AI tool records the doctor/patient conversation and subsequently summarises it (using correct medical terminology), documenting both the consultation and the agreed treatment plan.
5. Having the tool record and transcribe the conversation allows the GP to concentrate more fully on the patient, with better eye contact and observation of, for example, body language; and a saving of time compared with even fast touch typing.
6. The GP must, of course, check the transcription is correct (there is always a small risk of errors creeping in) before copying it into the patient's medical records – for which the GP remains legally responsible.
7. The tool learns from the GP's editing etc. and adjusts future transcripts for preferred length, style etc.
8. The tool can also integrate with the SystmOne clinical system, so that it can automatically bring up, for example, blood test forms when required.
9. Use of any transcription tool requires patient consent, which can be obtained verbally at the beginning of the consultation. A lack of consent means defaulting back to manual notes.
Some practices do, however, have blanket default consent statements, which Barnabas currently does not.
10. All the data in the Heidi AI system is held in the UK under strict security rules, and it is deleted once the transcription has been copied to the patient's medical notes.
11. It is possible that in the future the ICB may fund Heidi AI for all practices.

12. There are many other AI tools available for GPs, but which Barnabas are not using. One tool which was mentioned is the task automation system EMMA, which acts as a receptionist: answering phone calls, gathering data from the patient, documenting it, and answering the question or sending it to the appropriate member of the practice team.
EMMA is being used by many practices around the country, and although there is some initial patient resistance, it generally becomes well liked especially because of the responsiveness of having phone calls answered within seconds.
However EMMA is expensive; the annual cost is roughly equivalent to the cost of 1½ receptionists.
Matt is hoping to look at this system when another local practice has it working in the next few months.
13. Our thanks to Dr Srikantha for giving up her time for us.

3. Members Feedback

1. Bharti raised a concern about appointment booking and receiving messages via the NHS App. This may be down to the configuration of her system. Keith offered to assist, and also see the "Engagement Event" below.
2. Noreen having been in Ealing Hospital for two weeks gave their clinicians top marks: A&E, ICU and on the ward.
By contrast Harsha has had some very poor experiences of Northwick Park A&E.
3. As well as agreeing with Noreen about Ealing Hospital clinicians, Keith was very impressed with the support he had recently received from NHS 111 Mental Health Service.
4. Harsha raised a concern that letters from consultants to the Practice were not being received and actioned by the GPs in a timely manner. Matt to investigate. **Action: Matt**
5. Harsha reported that she has recently been using the AI tool ChatGPT (rather than Google) to check on symptoms. She has found ChatGPT very helpful and accurate.

4. Practice Updates

Engagement Event
1. Matt informed us of a free local engagement event on Tuesday 27 January, 14:30 at the Bridge Hotel. This is to provide assistance with the NHS App and other NHS digital services. Matt to email Keith with the details; Keith to circulate to group members. **Action: Matt/Keith** *Done.*

Ealing NHS Team
1. From April there will be no borough-level NHS team. This seems to be as a result of the merger of North West London and North Central London ICBs. As well as causing much staff distress, it is preventing forward planning as the resulting structures are currently unknown.

Staff Updates
1. We have a new Clinical Pharmacist, Shazmeen Gulamhusein, who started very recently.
2. Some reception staff are reducing their hours, so there are a few possible gaps to be covered.
3. The Practice currently has no mental health worker.

4. Nurse Associate, Palvi Kumari, is due to return from maternity leave in the next couple of months.

Appointments System etc.
1. From April the PCN may be able choose which appointment system it wishes practices to use – subject to funding, as always.

Phone System Updates
1. A full callback system is still not in place.
2. A centralised phone system (at PCN level) is still a possibility.

Real Estate / Waiting Area
1. There is no news on availability of money for works.
2. However Matt is hoping to get some quotes for lighting work in the next few weeks.

Flu Vaccination
1. Matt reported that under-65s' take-up of this year's flu vaccination at the Practice has been very poor, and supplies of vaccine are still available.

Waiting Area Screens
1. The dead check-in screen has still not been removed. It appears to be glued down and Matt is reluctant to forcibly move it and damage it, for which the Practice would be liable. But who owns it and how to get it removed? **Action: Matt**
2. The patient call screens were recently not working for a couple of weeks. This was due to a faulty piece of IT network kit which has now been replaced.

5. Other Group Updates

Membership
1. The annual membership validation is still outstanding. **Action: Keith**

Meet the Patients
1. Keith hopes to be able to run some sessions, maybe just one a month, from February/March. **Action: Keith**

Book Exchange
1. Noreen having been in hospital recently, the book exchange would benefit from additional volunteers. Anyone willing & able to help please contact Keith in the first instance. **Action: Members**

FluSurvey
1. Keith mentioned FluSurvey, which allows UK Health Security Agency (UKHSA), to track flu-like symptoms and other ILI by collecting weekly updates from people across the UK. To take part you need to register once; then each week during flu season you fill in a quick survey about how you're feeling (you get an email to prompt you!). It generally takes less than a minute – although a bit longer if you report symptoms. FluSurvey is a quick and easy way of helping the NHS track, and research, the levels of flu. *You can register at* https://flusurvey.net/et/vacc25.

6. Outstanding Matters Arising & AOB

Items Carried Forward

1. Matt has been asked to consider installing movement detectors in the patient toilets. See notes on lighting quotes, above. **Action: Matt**

2. Matt was to discuss with Henny the idea of special interest groups. This is currently on hold due to workload pressures.

Next Open Meeting: Saturday 21 March; 10:30; at the Medical Centre.

Keith C Marshall, Chairman
23 January 2026

Scheduled 2026 Meeting Dates
- Saturday 21 March; 10:30; at the Medical Centre
- Saturday 16 May; 10:30; at the Medical Centre
- Saturday 18 July; 10:30; at the Medical Centre
- Saturday 19 September; 10:30; at the Medical Centre
- Wednesday 18 November; 13:00; on Zoom

Dates/times may change, particularly depending on the availability of the Practice. Please watch the Members' Monthly Update for confirmation of dates and venues.

Link for All Zoom Meetings
Link: *https://us02web.zoom.us/j/7279594414?pwd=VmYwODdoWGg2eTFvTlVjVlZyRmhSQT09*