

Sothall Medical Centre Patient Forum

Minutes of the meeting Wednesday 7th January 2026 at 6:30pm

Chair: Keeley Goodall (Practice Support Manager)

Practice staff:

Minutes: Keeley Goodall

Visitors:

Members Present: AT, SS, JS, BS, DS, JW, BB

Apologies:

All present members agreed the Minutes from Wednesday 1st October 2025 meeting.

1) STAFF UPDATE

Keeley provided the forum with a staffing update and advised that 2 members of the Practice Nursing Team were sadly leaving Sothall Medical Centre mid-January. Keeley advised that two new nurses had successfully been recruited, both with previous practice nursing experience.

Keeley also informed the group that the Reception Team Leader had recently left the practice. Interviews for a replacement were due to take place in the coming weeks.

2) FLU VACCINATIONS

Keeley advised that the recent Flu campaign had been a success, over 1700 Flu vaccines and 500 COVID vaccines had been administered to Sothall patients.

3) ANDI – AI RECEPTIONIST

Keeley informed the forum that Sothall are trialling an AI receptionist for 3 months.

Andi, The AI Receptionist, can process Amina requests for patients over the telephone.

When phoning for a GP or ANP appointment, patients will be given the option to speak to a member of the reception team or speak to Andi, the AI receptionist.

The requests are still triaged by the clinical team in the same way that they are now. The hope is that this will help to improve the telephone waiting times, particularly during busy periods.

Keeley did a demonstration using Andi and submitted a test Anima request. The forum were pleased that this provided the patients with another way of submitting an Amina request, and that it didn't take away the option of speaking to a member of staff.

- 4) AOB** – A member of the forum asked why there wasn't an ECG machine at Sothall. Keeley explained that to her knowledge there had never been an ECG machine at Sothall. She advised that before implementing anything thought was given to what would benefit most patients, the impact on capacity and ensuring the allocation of funds was used appropriately.
- The same member also queried the booking of blood appointments into the out of hours hubs. The member advised that she had previously had to ask reception to book her into the out of hours hubs and wasn't given this as an option. Keeley assured her that the reception team regularly book patients into the hubs but advised she would discuss this with the reception team.

There being nothing further the meeting closed at 7.20pm.

Next meeting – Wednesday 8th April 2026, 6.30pm – 7:30pm in the Practice waiting room.