

Minutes of PPG meeting held on Wednesday 14th January 2026.

**Present were Dr D Ward (DW), Bethany Stiles (BS), Philomena Wright (PW),
Dave Cornwall (DC), Fennella Needham (FN), James Abbott (JA), Sheila Morgan (SM)**

The meeting was held in order to discuss a new telephone system that is being introduced by the surgery.

The system is called EMMA and is an AI generated telephone call handling system. The surgery will keep the same telephone number and EMMA can handle an unlimited number of calls which will all be answered within 3 rings. EMMA will then transfer the details of the call into an ACCURX message which will be triaged as normal. This eliminates call waiting times and removes any issues that patients may have in sending in ACCURX messages as it will do it for them.

The launch date for EMMA is the 9th of February 2026.

A VIP list will be made of patients who are high risk, vulnerable etc and they will always by-pass EMMA and speak directly to a receptionist.

EMMA has the ability to speak in any language and then translate the request back into English in the ACCURX message.

ACCURX will still be available to upload photograph's etc and patients can still speak to the reception team.

A demonstration was played to the PPG members at the meeting.

EMMA will be added to the surgery's website in the next few weeks and BS will look at making the process of booking appointments via ACCURX clearer on there.

Date of next meeting to be announced in due course.