

## 2020 Videoconference Notes

For future dates, see the bottom of this document

Date	Present / Apologies	Important Info / Actions
Tuesday 7 April	P: Keith Marshall (Chairman), Sennen Chiu Noreen Marshall, Harsha Mortmore A: Sheila Hayles, Jacqui Piper	1. Agreed to hold regular (2-3 weekly) videoconference calls during Covid-19 lockdown: for social contact, quick updates, Q&A. Keith to organise. Action: Keith <u>Done</u>
Monday 20 April	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall A: Sheila Hayles, Jacqui Piper	No notes available.
Friday 1 May	P: Keith Marshall (Chairman), Sennen Chiu, Noreen Marshall A: Sheila Hayles, Jacqui Piper	1. Sennen concerned at lack of Vice-Chairman as we could need a backup to Keith. We've done our best to identify someone, now we need to ask the Practice to help identify a suitable patient. Keith to discuss with Matt & Dr Parmar when possible. <b>Action: Keith</b>
Thursday 14 May	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall, Boba Rangalov (ECCG), Ewa Siwec A: Sheila Hayles	1. Lots of updates from Boba 2. Boba to find out situation with existing outpatient appointments. Action: Boba <u>Done. Most existing hospital o/p appts being conducted by phone; some by video. Many new referrals being handled by GPs.</u> 3. NHS Responders needs more exposure. Use of GoodSAM Responder app for client referral. 4. IAPT accepting self-referrals again from 15/05 5. Request to promote Self-Care Week in November. Action: Keith <u>C/F to September</u> 6. Feedback from Sennen on situation (in Herts) with prostate cancer treatments: much has been cancelled! 7. Matt has suggested we might be able to do something with NHS volunteers. Yes if we know who they are!

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Wednesday 27 May	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall, Ewa Siwec A: Sheila Hayles, Harsha Mortmore	1. Sennen expressed concern that Northwick Park Hospital has a high number of Covid-19 patients and a high death rate. Why is the Nightingale Hospital not being used in order to reduce the exposure of non-Covid patients? 2. Lyn commented that local Bereavement Counselling services seem not to be getting any new referrals. Are GPs etc. not referring people at present, or is it that people feel this is too trivial under current circumstances. 3. The Practice is beginning to plan for a limited reopening: no timescales yet. 4. Ewa drew attention to the eConsult facility on the Practice website. 5. Reminder that the law on organ donation changed on 20/05; it is now opt out! 6. Keith & Ewa have completed quite a few Covid research questionnaires etc. in the last week or two; some are ongoing. 7. HWE have a questionnaire on getting healthcare during the pandemic. Ealing CCG are also planning a questionnaire. Keith has provided feedback on the drafts of both of these. 8. Keith will arrange further dates for these calls for July & August, as it seems unlikely we will be able (or want to) meet face-to-face before Sept/Oct. Action: Keith <u>Done, see below</u>
Tuesday 9 June	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall, Harsha Mortmore, Ewa Siwec A: Sheila Hayles	1. Northwick Park Hospital. Further to Sennen's earlier concerns, there was a BBC News item on 2 June about NPH's Covid-19 response. See <a href="https://www.bbc.co.uk/news/uk-england-london-52812457">https://www.bbc.co.uk/news/uk-england-london-52812457</a> . 2. Bereavement Counselling. Lyn followed up on her previous comments. Harrow Bereavement Care are now seeing referrals increasing back to normal levels. 3. Blood tests. Grand Union Health Centre is currently shut; there is no service at Wadham Gardens Clinic. Blood tests are available only at Ealing and Hillingdon Hospitals. Children's blood tests are operating at Ealing Hospital. 4. Dental appointments. Lyn commented that all dental appointments have been cancelled for the foreseeable future and will be rearranged as dentists are allowed to reopen. 5. Future Calls. Dates are booked for these calls out to the end of September – see below. That's very cautious, but even if restrictions ease how many of us will wish to meet face-to-face any sooner? And calls can be cancelled if not needed.
Monday 22 June	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall, Harsha Mortmore A: Sheila Hayles	1. Keith attended the Ealing CCG PERF (video) meeting on 10/06 and following comments the 09/06 meeting again raised the issue of phlebotomy. Harsha reported that Grand Union is still not doing blood tests, however she has used Ealing Hospital and found it very quiet. Our options remain Ealing and Hillingdon Hospitals. Argyle Practice are reportedly offering a service; no details are available. 2. Another news item on My London News about how the mortuary staff at Northwick Park Hospital are coping. See: <a href="https://www.mylondon.news/news/west-london-news/35-patients-died-one-day-18445147">https://www.mylondon.news/news/west-london-news/35-patients-died-one-day-18445147</a> 3. Android and iPhone smartphones have received an update which includes a stub for apps to link to for Covid-19 track & trace. On its own this stub does nothing and should be turned off by default. There are currently no apps in UK which can use it. See: <a href="https://www.bbc.co.uk/news/health-53120290">https://www.bbc.co.uk/news/health-53120290</a>

Date	Present / Apologies	Important Info / Actions
Friday 3 July	P: Keith Marshall (Chairman), Lyn Duffus, Noreen Marshall, Ewa Siwiec A: Sheila Hayles	1. Call abandoned due to connectivity problems.
Thursday 16 July	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall A: Sheila Hayles	<ol style="list-style-type: none"> <li>Discussion of attitudes of English wrt mask wearing etc. cf. Scots.</li> <li>Moorfields have restarted cataract operations. Sennen was offered a slot at South Tottenham (which seems to be standard Moorfields practice).</li> <li>Blood test availability is currently only Ealing or Hillingdon Hospitals. Neither convenient nor safe for anyone who doesn't drive.</li> <li>Feedback from Matt (Practice Manager) is that the Practice is unlikely to return to normal until a Covid-19 vaccination is available and widely used; expect this to be late 2021 at best. Meanwhile the waiting area will be bare of books, magazines, posters etc. (ie. anything touchable). Keith &amp; Noreen have agreed with Matt to donate all the books to charity shop(s); Matt is handling this. We'll start over with books &amp; mags when it is considered safe to do so. <u><a href="#">This has been added to the PPG Action Log</a></u></li> </ol>
Wednesday 29 July	P: Keith Marshall (Chairman), Sennen Chiu, Noreen Marshall, Ewa Siwiec A: Lyn Duffus, Sheila Hayles, Harsha Mortemore	<ol style="list-style-type: none"> <li>Practice are suggesting a full virtual PPG meeting on 17 September and would prefer to use MS Teams (this is NHS policy). We are all struggling to install and set up MS Teams especially using a free account. PPG preference is therefore to use Skype; Keith to discuss with Matt. Action: Keith <u><a href="#">Done</a></u></li> <li>Lyn and Ewa have both had blood tests recently at Ealing Hospital and report that the waiting times are short.</li> <li>Practice is still operating under lockdown rules, although Sennen has been able to have a face-to-face review with a nurse.</li> <li>Keith has had a report of people not being able to get through to the practice by phone. The phone lines are known to be busy. The only trick is that during the recorded message, press 0 and it cuts through the message to the call queue. [Top Tip: 0 or # cuts through the message on many cascade systems.]</li> <li>Ewa asked how to dispose of full sharps bins. Answer this is now done by the council; ring Environmental Services on 020 8825 6000 to book a collection.</li> </ol> <p>Note: Next meeting on Tuesday 11 August is at 1800 (not 1830 as previously advertised).</p>
Tuesday 11 August	P: Keith Marshall (Chairman), Sennen Chiu, Noreen Marshall, Ewa Siwiec A: Lyn Duffus, Sheila Hayles, Harsha Mortemore	<ol style="list-style-type: none"> <li>eConsult seems to be working well and we're reporting positive experiences, although there can be the occasional unintended misunderstanding on phone calls.</li> <li>Virtual PPG meeting is confirmed for Thursday 17 September, 1030. Due to our dislike of MS Teams this may well be a telephone conference only. Matt will confirm to Keith, who will circulate the details when available. Action: Keith</li> <li>There's a further opportunity to comment on the proposed merger of the 8 NW London CCGs into a single CCG which is due to happen in April 2021. Keith will circulate the documents. Action: Keith <u><a href="#">Done</a></u></li> <li>Boba Rangelov, Ealing CCG's PPE, is moving on to another job later this month. Replacement not yet known.</li> </ol>

Date	Present / Apologies	Important Info / Actions
Monday 24 August	P: Keith Marshall (Chairman), Noreen Marshall A: Sennen Chiu, Lyn Duffus, Sheila Hayles	<ol style="list-style-type: none"> <li>The full virtual PPG meeting on 17/09, 1030-1130, will probably be a teleconference. Details to be circulated when confirmed by Matt. Action: Keith Please will members send items for discussion to Keith as soon as possible. Action: All</li> <li>"Meet the Patients" sessions have been cancelled for the remainder of 2020.</li> <li>Decided to extend these meetings to end-2020; they can always be cancelled if not needed. Extra dates below in red.</li> <li>Please send suggestions for updates to the "Local Useful Info Guide" to Keith please. Action: All A revised version will be put together during the Autumn and will hopefully be put on the Practice Website. Action: Keith</li> <li>Keith has recently received several emails from patients which should have gone to the Practice (not the PPG); these have been forwarded. Keith to discuss with Matt how to prevent this confidentiality exposure. Action: Keith</li> </ol> <p>Meeting closed after 17 minutes due to lack of attendees.</p>
Friday 4 September	P: Keith Marshall (Chairman), Lyn Duffus, Noreen Marshall, Ewa Siwiec A: Sheila Hayles	<ol style="list-style-type: none"> <li>Keith still has not been able to be with Matt since his holiday.</li> <li>Next meeting is a full virtual PPG meeting on 17 September at 1030. Keith to discuss arrangements with Matt and circulate details and agenda ASAP. Action: Keith</li> <li>Brief discussion on how the Practice might manage flu jabs; concerns over how this can be done safely. Flu jabs will be a topic for the 17 September meeting.</li> <li>Lyn reported that social distancing seems to be working well on the trains, but not on the underground where few masks are in evidence.</li> </ol>

## Further Videoconference Dates

- Thursday 17 September, 1030-1130
- Wednesday 30 September, 1300-1330
- Tuesday 13 October, 1800-1830
- Monday 26 October, 1000-1030
- Friday 6 November, 1400-1430
- Thursday 19 November, 1800-1830
- Wednesday 2 December, 1300-1330
- Tuesday 15 December, 1600-1630

Join at : <https://join.skype.com/qnlq1FQs7GA>

## 2020 Informal Videoconference Notes (September Ongoing)

For future dates, see the bottom of this document

Date	Present / Apologies	Important Info / Actions
Actions C/F from Previous Informal Calls		<ol style="list-style-type: none"> <li>1. Sennen concerned at lack of Vice-Chairman as we could need a backup to Keith. We've done our best to identify someone, now we need to ask the Practice to help identify a suitable patient. Keith to discuss with Matt &amp; Dr Parmar when possible. <b>Action: Keith</b></li> <li>2. Please send suggestions for updates to the "Local Useful Info Guide" to Keith please. Action: All A revised version will be put together during the Autumn and will hopefully be put on the Practice Website. <b>Action: Keith</b></li> </ol>
Wednesday 30 September	Present: Keith Marshall (Chairman), Lyn Duffus, Noreen Marshall Apologies: Sheila Hayles	<ol style="list-style-type: none"> <li>1. Confirmed that the next full PPG meeting will be Wednesday 18 November, 1330 hrs, via Zoom. Agenda to follow nearer the time. Action: Keith</li> <li>2. These informal calls will continue at least until Christmas.</li> <li>3. However they will also be moved to Zoom. One advantage is that this allows people to join by phone. Action: Keith <u>Details below</u></li> <li>4. Also reiterated that the Practice are now offering blood tests on Friday mornings. However there are fewer appointments and they must be pre-booked. This is getting booked up well in advance.</li> <li>5. NHS Covid-19 App is now available.</li> <li>6. Lyn commented on the differences in approach to Covid-19 between London and Scotland; the Scots seem much more willing to comply with government restrictions.</li> </ol>
FROM THIS POINT ON ALL MEETINGS ARE ON ZOOM		
Tuesday 13 October	P: Keith Marshall (Chairman), Jean Alden, Sennen Chiu, Lyn Duffus, Noreen Marshall, Harsha Mortemore A: Sheila Hayles	<ol style="list-style-type: none"> <li>1. General update from all. Consensus that the current Covid-19 restrictions are a nuisance, but better than being dead.</li> <li>2. Everyone reported on how well the practice have managed the current situation. Keith &amp; Noreen reported favourably on Practice handling of flu jabs and blood tests. Question about whether the doctors are doing face-to-face consultations. Yes they are, but only if essential and following phone/video triage.</li> <li>3. Again Lyn contrasted attitudes in Scotland with London. Scots are much more compliant over mask wearing and general attitude; London is comparatively lax.</li> <li>4. Keith to attend Ealing CCG AGM on 14/10 on behalf of the group. Action: Keith <u>Done</u> Will report anything significant in the next Monthly Bulletin. Action: Keith <u>Done</u></li> </ol>
Monday 26 October	P: Keith Marshall (Chairman), Jean Alden, Noreen Marshall A: Lyn Duffus, Sheila Hayles	<ol style="list-style-type: none"> <li>1. General discussion of Covid-19: people's reactions; how strangely the virus works.</li> </ol>

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Chairman: Keith Marshall; 020 8864 7993

Date	Present / Apologies	Important Info / Actions
Friday 6 November	P: Keith Marshall (Chairman), Jean Alden, Sennen Chiu, Lyn Duffus, Noreen Marshall, Harsha Mortemore, Ewa Siwiec A: Sheila Hayles	<ol style="list-style-type: none"> <li>1. Everyone seems to be coping OK, despite being in lockdown again.</li> <li>2. Discussed the side effects of flu jabs; why they happen but don't give you flu; and why this is likely to be true for any vaccine.</li> <li>3. Discussed why flu vaccine has to be updated and given every year.</li> <li>4. Discussed the logistics of deploying flu vaccine, and how this is going to be much more difficult for a Covid-19 vaccine.</li> <li>5. GPs have been told to be ready by Christmas to administer Covid-19 vaccinations, so there is a fast start when a vaccine becomes available.</li> <li>6. We don't expect to transition to a "new normal" until there is a widely-administered Covid-19 vaccine.</li> <li>7. Ewa was very complementary about the care she has received from the Practice since her recent operation.</li> <li>8. Lyn commented that the local burglary rate has increased, and suggested everyone needs to be especially alert.</li> <li>9. Agreed to discuss at full PPG meeting on 18/11 whether to extend these meetings into 2021. <b>Action: Keith</b> Harsha suggested there's no harm having dates scheduled so they're there if needed, and can be cancelled if not.</li> </ol>

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#### Full Virtual PPG Meetings for 2020

- Wednesday 18 November, 1330-1430

[REDACTED]

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#### Informal Videoconference Dates for 2020

- Wednesday 2 December, 1300-1330
- Tuesday 15 December, 1600-1630

[REDACTED]

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#### Full Virtual PPG Meetings for 2021

- Wednesday 20 January, 1330-1430

[REDACTED]

- Wednesday 17 March, 1330-1430

[REDACTED]

- Wednesday 19 May, 1330-1430 – AGM

[REDACTED]

- Wednesday 21 July, 1330-1430

[REDACTED]

- Wednesday 15 September, 1330-1430



- Wednesday 17 November, 1330-1430



## Informal Videoconference Notes (12/2020)

For future dates, see the end of this document

Date	Present / Apologies	Important Info / Actions
Actions C/F from Previous Informal Calls		<ol style="list-style-type: none"> <li>1. Sennen concerned at lack of Vice-Chairman as we could need a backup to Keith. We've done our best to identify someone, now we need to ask the Practice to help identify a suitable patient. Keith to discuss with Matt &amp; Dr Parmar when possible. <b>Action: Keith</b></li> <li>2. "Local Useful Info Guide" update &amp; add to Practice website. <b>Action: Keith</b> <i>Work in Progress</i></li> </ol>
Wednesday 2 December	<p>P: Keith Marshall (Chairman), Jean Alden, Sennen Chiu, Noreen Marshall</p> <p>A: Lyn Duffus, Sheila Hayles, Jacqui Piper</p>	<ol style="list-style-type: none"> <li>1. General discussion about our current health. Sennen has recently had scans which have been efficiently done except for the delay to his follow-up/results appointment. He reported how well the Practice had dealt with and supported this. Noreen has also had an issue and had excellent care from the Practice, Hillingdon Hospital AECU, hospital transport, and most of the District Nurses.</li> <li>2. Noted that the Pfizer Covid-19 vaccine has today been approved for use in UK from next week. The UK is the first country to approve the vaccine. <u>[UK has 40 million doses ordered, enough for 20 million people. 800K doses are due in the first wave.]</u> This is the vaccine which has to be stored at around -75°C so the logistics should be interesting especially as the first recipients are likely to be care home residents and staff who by their nature are geographically thinly spread. Phased deployment is planned with the most vulnerable first and in descending 5-year age bands – at least as far as those over 50 – so it will take time to trickle down. The vaccine trials are set up to judge how well the vaccines prevent illness, not how well they prevent the ill from dying. This would need long (5 year?) studies which seem likely to happen as continuing research. As with any drug, should the vaccine present issues then they must be reported via the Yellow Card Scheme – this is open to both clinicians and patients. All viewed the risks of the vaccine as better than being dead. And if nothing else it all adds to the research data.</li> </ol>

Date	Present / Apologies	Important Info / Actions
Tuesday 15 December	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall, Ewa Siwiec A: Jean Alden, Sheila Hayles	<ol style="list-style-type: none"> <li>1. Discussion about London in Tier 3 restrictions from tonight. Not surprising as numbers in London are rising rapidly. It isn't clear what Tier 3 means for non-essential shops; some are interpreting that they can remain open. It's also not clear what rules may now be in place over Christmas; the current relaxation of the rules is considered very unwise.</li> <li>2. Discussion about Covid-19 vaccinations and how they are likely to be managed: wait for the invitation letter; we're expecting to be directed to a vaccination centre and not the Practice. But we don't yet know for certain. Invitations are expected to be by letter from GP (not text or phone call) for security reasons. Currently only care home residents, over-80s and some healthcare workers are being vaccinated. The UK has 800,000 doses which will cover around 350,000 patients (allowing for 2 shots each and some wastage); the England &amp; Wales care home population is around 300,000 so that doesn't leave a lot to spare.. We see further supply being intermittent now USA has approved the Pfizer vaccine.</li> <li>3. Ewa and Keith both noted that they have letters from their opticians inviting them for an eye test; this seems unwise.</li> <li>4. Noreen reiterated the excellence of the care she has received recently from the Practice, Hillington Hospital AECU and the District Nurses.</li> <li>5. Everyone is wished a happy, restful and healthy Christmas and New Year.</li> </ol>

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#### Informal Videoconference Dates for 2021

- Thursday 7 January, 1000
- Tuesday 2 February, 1400
- Friday 19 February, 1100
- Thursday 4 March, 1500
- Tuesday 30 March, 1200
- Monday 12 April, 1600
- Tuesday 27 April 1800
- Monday 10 May, 1000
- Tuesday 1 June, 1400
- Monday 14 June, 1100
- Friday 25 June, 1500
- Thursday 8 July, 1200
- Tuesday 3 August 1600
- Friday 20 August, 1800
- Thursday 2 September, 1000
- Tuesday 28 September, 1400
- Monday 11 October, 1100
- Friday 22 October 1500
- Thursday 4 November, 1200
- Tuesday 30 November 1600
- Monday 13 December, 1800

Zoom Link (for all informal calls):



Full Virtual PPG Meetings for 2021

- Wednesday 20 January, 1330-1430



- Wednesday 17 March, 1330-1430



- Wednesday 19 May, 1330-1430 – AGM



- Wednesday 21 July, 1330-1430



- Wednesday 15 September, 1330-1430



- Wednesday 17 November, 1330-1430

