

PPG Meeting – 13 February 2019 – Minutes

Present: Jean Alden, Danny Boggust, Jean Corey, Malcolm Corey, Theresa Fitzgerald (Deputy Practice Manager), Dr Elizabeth Fong (Practice GP), Sheila Hayles, Rhiannon Ingram, Keith Marshall (Chairman), Noreen Marshall, Harsha Mortmore, Phiroze Munshi, Phyllis Stubbings (Vice-Chairman)

Apologies: Sennen Chiu, Lyn Duffus, Matt Edwards (Practice Manager), Jacqui Piper

1. Introductions and Apologies

1. Keith welcomed everyone. As there were a couple of new faces, everyone briefly introduced themselves.
2. Keith paid tribute to PPG member Janet Bettaccini, who had died on 23 December; Noreen had represented the PPG at the funeral service at Breakspear Crematorium. Members spent a few minutes exchanging memories of Janet.

2. Minutes of the Previous Meeting

1. The minutes of the December meeting (the AGM) were circulated and unanimously agreed. Keith signed them as a true record.

3. 2019-2021 Priorities

1. Keith had circulated a document of "PPG Priorities & Actions 2019-21". This was written taking into account the members' wishes (as expressed in a brief survey) and input from the Practice.
2. The Practice's suggestions were:
 - Food drive at the church for local food banks
 - Clothes drive at the church for local charity shops
 - Carers coffee morning at the Practice
 - Annual Survey
 - Assist with improvement work, especially helping signpost patients.
 Apart from clarifying the words of the last items this is exactly as received from the Practice.
3. Keith had already received feedback from several members about the first two items. The consensus, with which the meeting agreed, was:
 - Foodbanks and clothes collections were both best approached by individuals.
 - It is important to check what was wanted. Foodbanks often have rules about what is wanted. Most charity shops were overwhelmed with donations, especially clothes.
 - There are issues of logistics: interim storage of items and transport.
 - The PPG does not have enough volunteers to take on such significant additional work.
4. Theresa suggested it would be helpful to (especially new) patients to have a list of useful local addresses (banks, walk-in centres, pharmacies etc.) on the noticeboard; also that

charity shops and food banks would best be helped by including the nearest on this list.

This was agreed. Keith added it to the activity list. **Action: Keith**

5. Suggested PPG activities were grouped into three areas:
 - Help the Practice (annual survey; signpost patients during building works; *Barnabas Bulletin*; manage noticeboards etc.)
 - Help the Patients (carers coffee morning; demonstrate online services; "Meet the Patients"; book exchange; Facebook page; attend NHS consultations etc.)
 - Help the PPG (members' bulletin; PPG meetings)
6. The circulated document also mapped the Practice's suggestions with PPG members' preferences. As a result, some items (eg. raising money) had dropped off the list.
7. Jean Corey asked about the PPG helping the Practice get a better CQC rating (Barnabas is currently rated "Good"), and what would stop a practice getting an "Outstanding" rating. Theresa commented that a large point would be premises; Barnabas is really too small overall for the number of patients, and has limited options to expand. Harsha asked if the Practice had considered moving. Theresa replied that it had been considered when there was talk of the GSK site containing a medical centre, but that seemed not to be currently under discussion. Harsha also asked whether the upstairs could be used for a waiting area, to which Theresa replied that it was already fully occupied, as the Practice is required to securely store all patients' old paper records in perpetuity. There is also the question of accessibility. Keith reminded members that Barnabas has the best waiting area and best team of the 11 practices in Ealing North North area.
8. The Practice has applied for an NHS grant to rebuild the waiting area etc. but there is no news on this. Even if this money is not forthcoming the intention is still for the waiting area to be redecorated, and the seats replaced, this year. Jean Corey asked where patients would go during this work, and what signposting would be required. Keith replied that the Practice would need have temporary arrangements; the PPG has already been asked to help directing people during the disruption.
9. Harsha mentioned difficulty with getting appointments and wondered whether using video calls would help. Keith asked Theresa if phone consultations had made a difference with this problem. Theresa replied that they were very useful, but face to face appointments were still needed in many cases. Video calls are more difficult, but people generally are getting more familiar with the technology.
10. Harsha asked if the members' monthly bulletin was available to everyone. Keith replied that it was for PPG members; *Barnabas Bulletin* was for everyone. Keith wants to expand the number of people who get *Barnabas Bulletin* and Harsha suggested using emailing or text messaging a link to the copy on the Practice website. Keith to add this to the activity list. **Action: Keith Done**
11. Rhiannon asked about what was involved in "Meet the Patients". Keith explained that it was an informal session for patients to talk to PPG members and ask for information about the PPG, the Practice, healthcare etc.; getting feedback from patients on their concerns; and demonstrating various online services.
12. All were happy to go forward with the suggestions in the document. Keith will add the changes and circulate the updated document. **Action: Keith**

4. Current Priorities (2017-19) Update

1. Keith had circulated two documents and commented that most of the open items listed would be carried forward to the new activities list. **Action: Keith Done**
2. As part of our series of talks from members of the Barnabas team, there should be a talk from one of the GPs about their job, which involves a lot more than seeing patients.
Action: Keith
3. Theresa made the point that this is the Practice's busiest time due to year-end reporting etc.

5. Practice Updates

1. Theresa announced that Dr Navan had very recently joined the Practice as a part-time salaried GP.
2. Rani Chana was continuing to fill in on Reception until a replacement was appointed; Rani can then retire!
3. Kalyan Goli is now doing locum HCA sessions while he revises for his medical exams.
4. Nikki Onoufriou (our former HCA) is now qualified as a nurse and is also doing locum sessions as a Practice nurse.
5. Theresa herself is now semi-retired and works only Wednesdays and Thursdays.
6. Sheila asked if the DNA problem had improved at all. Theresa thought it had. Keith, who tracks the numbers, agreed that it was a little better, but it is very variable.
The question arose about whether appointment reminders were necessary, with the conclusion that they were.
It is still not known what percentage of the appointments become DNAs. This is complicated by a number of factors including that some appointments are doubles or even trebles; as Danny commented, some people simply need more time than others, especially if bereaved or newly diagnosed.
7. Harsha had found that there was a problem with getting replies to her emails, specifically to those relating to repeat prescriptions. Theresa commented that there are several reasons why repeat prescriptions might not be ready at the nominated chemist, including the pharmacy not having caught up with recently-arrived requests and the Practice needing to get forms signed off by a GP or even reviewed with the patient.
8. The lack of local walk-in centres was also raised, now that the Alexandra Avenue and Chaplin Road facilities are no longer available. The options are now the Urgent Care Centres at Northwick Park Hospital and Ealing Hospital.
Keith reminded everyone that NHS 111 exists online as well over the phone.

6. Other PPG Updates, Matters Arising and AOB

1. Keith has not yet talked to the CCG about arranging a talk on Self Care. **Action: Keith**
2. The next *Barnabas Bulletin* was due out in early March. Keith asked Theresa about contributions from the Practice; Matt has been asked if one of the nurses could write something on gardening and its associated medical problems. Theresa suggested it might be opportune to cover holiday vaccinations.
3. Phiroze asked if there were still problems with the Boots branch at Oldfield Circus. This was discussed at the last meeting and had been agreed the service was sufficiently improved for the item to be closed.
4. Phiroze was hearing a lot of discussion about shortages of some medicines. Dr Fong explained that this is a nationwide, and even international, problem with some treatments (as had been seen with the flu vaccines).

5. **Next Meeting:** Wednesday 24 April; 1300 hrs; St Barnabas Church Hall (Link area).
This meeting will need to confirm our plans for 2019-21 and also discuss arrangements for the Practice's annual patient survey.

Keith C Marshall
Chairman
24 February 2019

Thanks to Noreen Marshall for additional notes and drafting these minutes.

Text in underlined italic is post-meeting updates.

2019 Schedule**PPG Meetings**

~~Wednesday 13 February~~
Wednesday 24 April
Wednesday 12 June
Wednesday 14 August
Wednesday 16 October
Wednesday 11 December

All 1300 hrs in St Barnabas Church Hall, except the August social which is 1800 hrs in the Greenwood Pub

Meet the Patients

~~Thursday 31 January AM~~
Wednesday 27 February PM
Thursday 28 March AM
Tuesday 30 April PM
Wednesday 29 May AM
Thursday 13 June AM
Wednesday 26 June PM
Tuesday 30 July AM
Wednesday 28 August PM
Tuesday 24 September AM
Tuesday 29 October PM
Wednesday 27 November AM
Thursday 19 December PM

Dates subject to change depending on available volunteers

Annual Survey

Monday 3 June
Tuesday 11 June
Wednesday 19 June
Thursday 27 June
Friday 5 July

Dates to be confirmed with the Practice

PPG Awareness Week

10-15 June

PPG Meeting – 24 April 2019 – Minutes

Present: Jean Alden, Sennen Chiu, Jean Corey, Malcolm Corey, Lyn Duffus, Matt Edwards (Practice Manager), Sheila Hayles, Keith Marshall (Chairman), Noreen Marshall

Apologies: Rhiannon Ingram, Dr Navaneetharajah, Jacqui Piper

1. Introductions and Apologies

1. Keith welcomed everyone and thanked them for coming to the meeting.

2. Minutes of the Previous Meeting

1. The minutes of the February meeting were circulated and unanimously agreed. Keith signed them.

3. What is the Job of the GP? (Dr Navaneetharajah)

1. This item was held over until next time as Dr Navan was unable to attend.

4. CQC Inspection Feedback

1. There was a CQC inspection of the Practice on 1 April.
2. Matt reported that it had gone well, especially given the odd timing at business year end for medical practices (as well as being on April Fools' Day).
3. It had been much the same as the previous CQC inspection four years ago, but much less intense. The inspectors spoke to just two GPs, one nurse and one receptionist; they also spoke to Keith in his capacity as PPG Chairman, as he was on the premises at the time.
4. The inspectors recommended only three actions: locking printers or otherwise enhanced security of prescription forms overnight; security of vulnerable patients' records; listing the contents of the emergency kit so that it's easy to check. None of these are compulsory actions, and are more in the nature of risk assessment.
5. The practice was commended for being the only one in the area that has all nurses as permanent members of the team (rather than using locum nurses), which gives patients better continuity of treatment.
6. A GOOD rating is expected.
7. Matt also reported that the CQC inspection system is about to change to a simpler and briefer format; this should make future inspections less time-consuming for all involved. For GOOD and OUTSTANDING practices there will be a visit every five years (sooner if there are complaints) and a phone interview every year or two.
8. Following the successful completion of this exercise, and all his extra work in this connection, Matt will be away for a couple of weeks well-deserved holiday.

5. Annual Survey Organisation

1. Keith circulated the proposed dates (in June/July) for the Annual Survey. Matt confirmed that there would be no building or refurbishment work going on at this time.
2. Keith went through the proposed questions, as some have changed, to focus on different matters. Others remain the same as before, to enable comparison between years.

3. It was agreed that it would be realistic to survey during core surgery hours only (0900-1200 and 1400-1700) given the small number of volunteers likely to be available.
4. Keith will soon be asking for volunteers. **Action: Keith** Done
5. It is expected that the arrangements will be very much as last year.
6. Keith will try to do some posters about the Survey for the waiting area. **Action: Keith**
7. It was suggested we leave forms in the waiting area during the survey period to get additional responses when volunteers were not present. Yes, we usually do this.

6. Confirm 2019-2021 PPG Priorities

1. Keith circulated a revised "PPG Priorities & Actions 2019-21" document and briefly went through the items listed.
2. Keith was keen for volunteers to write or suggest ideas for inclusion in *Barnabas Bulletin*.
3. Matt suggested that we have another open Forum session with Paresh talking about his work as a clinical pharmacist, possibly attached to the next meeting. **Action: Keith**
4. Matt was also still keen to have a coffee morning for Carers in July or August.
5. Lyn asked if the Book Exchange still needed more book donations, as the charity shop at which she volunteers often has more than they need. In reply Noreen thanked her and said children's books and cookery books, followed by historical fiction were the most needed. Lyn can probably supply some cookery books, but children's books and historical fiction were always scarce. **Action: Lyn**
6. Keith commented that he and Noreen needed to go through the stock of spare books and thin them out. **Action: Noreen/Keith**
7. Noreen asked Matt about the box of paper towels that has been in the "toy cupboard" for several years; had they been lost sight of? Matt will investigate. **Action: Matt**
8. Keith also circulated a separate list of open items from the "Action Log".
9. With Matt's agreement, items 1, 2, 39 are closed as we are unlikely to implement them as recent developments in testing and record sharing make them less necessary.
10. Matt has a poster to address "Action Log" item 71, Reception Triage Information. This will be displayed in the waiting area. **Action: Matt**
11. Lyn asked to be removed from the volunteers for Priority Items as she is currently away a lot. **Action: Keith** Done
12. Sennen asked how we could attract more/younger members to the PPG ("Action Log" item 64). He was concerned the group attending meetings was entirely from the older age group, although, as was pointed out, younger people in many cases find it difficult to attend daytime PPG meetings due to work and/or child care. Matt and Keith indicated that we were actually doing well compared with many other practices, both locally and nationally. Ideas for attracting new members are welcome!
13. Malcolm, referring to section B.6 on the "Priorities List", asked if Healthwatch Ealing still existed. Yes it does, but the activity was shown as 'Stopped' in the document as we are not currently formally engaged with them.
14. Keith asked if members would like a representative from Healthwatch Ealing to come to a future meeting to talk about their work. It was agreed to be a good idea. **Action: Keith**
15. Keith and Matt will review the two documents at their next meeting. **Action: Keith/Matt**

7. Local Facilities/Information Leaflet

1. As promised at the last meeting, Keith circulated his initial draft of the list.
2. Matt asked for a sentence to be added stating that including a business or service was not a recommendation by the Practice. Lyn also suggested a caution not to visit a

particular facility without first checking when it was available, particularly if a special journey was involved. **Action: Keith Done**

3. Noreen suggested adding charity shops. **Action: Keith Done**
4. Lyn proposed adding a question about the information leaflet to the Patient Survey. Keith replied that it would be more useful asked on the 2020 Survey, when people had had some experience of using it. **Action: Keith Noted for 2020**
5. Sennen suggested including information about the emergency services (Police, Samaritans, 111 etc). **Action: Keith Done**
6. Keith's intention is to launch this leaflet during PPG Awareness Week (10-15 June 2019).

8. Practice Updates

1. Matt ran through some of the recent changes among the staff.
Christine Phelps joined the Reception Team in early April; Rani Chana has retired.
Nicky Onoufriou will be doing five sessions a week when she joins us permanently as a Practice Nurse. This means we will have four permanent Practice Nurses (but no longer an HCA) and the ability to have two nurses available at any time.
Angela Hemingway is now Office Manager and part of the Practice Management Team with Theresa Fitzgerald and Matt, although Theresa will be retiring at the end of June after 32 years with the Practice. Matt added that Practice Manager is a term which is being increasingly dropped in favour of Business Manager (to go with Office Manager) as better reflecting the nature of the work; the Practice will probably follow suit.
2. Matt also commented that a new phone system would be installed at the Practice, providing enhanced facilities. Hopefully this will happen over the summer.
3. Matt reminded the group that all building alterations/refurbishment at the Practice were on hold because the Government had suspended all grants for such work until Brexit was resolved. Work is now unlikely before October at the earliest.
4. The Practice is likely to apply for a "branch clinic" in the medical hub planned for the Greenford Quay development. However it was expected that the current medical centre would continue as the main site for the foreseeable future.
5. Sennen asked whether the Practice's patient numbers had been affected by Brexit. Matt replied that patient numbers are normally stable at around 9200 but had recently grown slightly to about 9500.
6. Sennen also asked Matt if there were any savings as a result of the Government taking over responsibility for doctors' indemnity. Matt replied that unfortunately there were a great many exceptions that were not covered and for which the Practice still had to fund indemnity. The new scheme was based on the work and responsibilities of hospital doctors, so not the best model to cover GPs.
7. Sheila asked where the Patient Experiences notes could be found. Keith replied that they were on the Practice website, and Matt added that they were listed as "Patient Experiences" within the "Patient Participation Group" heading (which is under "Practice Info"). Lyn suggested that it would be a good idea to have an item about it in Barnabas Bulletin. **Action: Keith**
Keith asked if anything could be done to make the "Patient Experiences" more visible, however there is little flexibility in the website design to facilitate this (Matt has already requested that the design be made more flexible).
8. Keith also asked if it would be possible to have a separate heading for the PPG. Matt will add this to the request. **Action: Matt**

9. Sennen asked about the take-up of online services. Matt commented that it is hard to know who accesses them, though the greatest use is currently for repeat prescriptions. 95% of new patients sign up for online services, although they don't always use them.
10. Sheila asked if the Practice still received extra money for patients over the age of 70. These payments had ceased some time ago and the current weighting system is calculated differently

9. Other PPG Updates, Matters Arising and AOB

1. Phyllis Stubbings (Vice Chairman) has had to withdraw from the group as both member and Vice Chairman for family reasons.
2. Sheila asked how long the group had been going. The group's first meeting was in February 2012.
3. Keith asked Matt if the Practice would be willing to send patients a text reminder of PPG meetings. Matt replied that this could be done but was not very effective in his experience.
Sennen asked if it would fit on patients' appointment reminder texts, however there is not enough space.
4. New members of staff (Nicky Onoufriou, Christine Phelps) should be invited to a future meeting to get to know us. **Action: Keith**
5. Keith would still like more volunteers to help with "Meet the Patients". The revised dates are attached below.
6. **Next Meeting:** Wednesday 12 June, 1300 hrs, in St Barnabas Church Hall. This meeting is during PPG Awareness Week.

Keith C Marshall
Chairman
6 May 2019

Thanks to Noreen Marshall for additional notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

2019 Schedule

PPG Meetings

Wednesday 12 June
Wednesday 14 August
Wednesday 16 October
Wednesday 11 December

All at 1300 hrs in St Barnabas Church Hall, except the August social which is 1800 hrs in the Greenwood Pub

Meet the Patients

Wednesday 29 May AM
Thursday 13 June AM
Wednesday 26 June PM
Tuesday 30 July AM
Wednesday 28 August PM
Tuesday 24 September AM
Tuesday 29 October PM
Wednesday 27 November AM
Thursday 19 December PM

Dates subject to change depending on available volunteers

Annual Survey

Monday 3 June
Tuesday 11 June
Wednesday 19 June
Thursday 27 June
Friday 5 July

PPG Awareness Week

10-15 June

PPG Meeting – 12 June 2019 – Minutes

Present: Jean Alden, Danny Boggust, Lyn Duffus, Matt Edwards (Practice Manager), Sheila Hayles, Rhiannon Ingram, Keith Marshall (Chairman), Noreen Marshall, Phiroze Munshi, Yogini Patel

Apologies: Sennen Chiu, Harsha Mortmore, Dr Navaneetharajah, Jacqui Piper, Ewa Siwec

The meeting was preceded by an Open Forum session in which Paresh Virji spoke on his role as the Practice's Clinical Pharmacist and took questions from the audience.

1. Introductions and Apologies

1. Keith welcomed everyone and thanked them for coming to the meeting.

2. Minutes of the Previous Meeting

1. The minutes of the April meeting were circulated and unanimously agreed; Keith signed them.

3. Local Facilities List

1. Keith launched the "Local Facilities List" that had been suggested by Theresa Fitzgerald, the Deputy Practice Manager, just before her retirement. This information about some of the more useful services near the Practice is intended to help new patients and existing ones, and will be revised from time to time.
2. Copies will be put out in the waiting area and on the noticeboards. **Action: Keith** Done, and a second printing also done
3. It was suggested we add the food bank at St Gregory's RC Church, South Ruislip; also the Welsh Church in Lower Road, Harrow. **Action: Keith** Noted for the next update

4. 2019-2021 PPG Priorities

1. Keith and Matt had reviewed the "2019-2021 PPG Priorities & Tasks" document, which was re-circulated.
2. The Annual Patient Survey (A.1) had started, with Sheila and Keith running the first session on the morning of 5 June (50 responses) followed by Noreen in the afternoon (20 responses). Sheila and Keith would be responsible for the next morning session on 13 June, and Rhiannon and Noreen in the afternoon. Three more Survey days are scheduled, with volunteers: 21 and 24 June, and 2 July.
3. *Barnabas Bulletin* (A.4): Keith appealed for articles, or even just ideas, for future editions. **Action: All**
4. Keith is still intending to do a major revamp of the noticeboards (A.6), most easily done on a Monday or Friday while the Practice is closed between 1300 and 1400. Matt suggested 24 June, but that is a Survey day. Keith will look at some other dates. **Action: Keith**
5. Help the Patients (Section B). The first version of the "Local Facilities List" had been produced (see above).
6. Keith would also like more Patient Experiences written up (B.1.c). **Action: All**

7. Book Exchange (B.5): there had been more donations of books, and Noreen thanked Lyn and Jean (and her friend Cath) for this. Further thanks went to Yogini who offered some magazines, and Jean who commented that Cath had some more books to come.
8. Keith appealed for more volunteers in general.
9. Keith had circulated the updated "Action Log", and asked Matt if there was any progress with the Carers' Coffee Morning (Item 30). Matt is hoping to run something later in the summer.
10. Keith still wants a representative of the CCG to talk about Self Care, possibly as a multi-Practice event, but asked Matt whether he thought Paresh could take this on. Matt replied that he thought Paresh could do at least some of it. **Action: Keith**
11. Keith also asked Matt about the possibility of making nurse appointments available online. Matt replied that appointments with the nurses are often complex, and require varying length time slots, so would be harder to allocate accurately online.
12. Keith asked about the possibility of a medicines amnesty, so that patients could bring in for safe disposal any drugs that were out-of-date or no longer needed. Matt replied that this would be best tackled with local pharmacies at some point when Paresh had fully recovered and settled back in.
13. Updated "2019-2021 PPG Priorities & Tasks" and "Action Log" to be circulated. **Action: Keith**

5. Practice Updates

1. Matt commented that Christine Phelps (who had joined the Reception Team in April) had left the Practice, and Rani Chana had returned from retirement to provide temporary cover until a new receptionist was appointed.
2. The CQC Inspection in April had gone well, with the Practice being given a GOOD rating across the board. Any criticisms were minor and advisory, such as the need to improve on numbers of patients vaccinated as the Practice was two short of the national average.
3. Matt reminded the group that all building alterations/refurbishment were still on hold because the NHS has suspended all grants for such work pending Brexit.
4. The Practice's planned new phone system is expected to be installed this autumn. It will provide additional call capacity and a call waiting queue.
5. The Practice is working on the problem of the DNA rate for nurse appointments. It is currently high: doctor appointments have a 2.4% DNA rate, compared with 10% for the nurses, which is often down to patients not attending things like asthma clinics. Appointments booked online show a less than 1% DNA rate. The national average for DNAs is 5.6%. The Practice is currently undertaking work to better understand this and put actions in place.
Keith suggested the PPG stop worrying about DNAs.
6. Theresa Fitzgerald's last official day as Deputy Practice Manager will be 13 June: she will be leaving after 30-plus years for a well-deserved retirement. Theresa was thanked for everything she has done for the Practice and patients and wished a very long and happy retirement.

6. PPG Updates

1. Keith commented that volunteers would be appreciated for the next but one "Meet the Patients" session on 18 July.
2. Keith asked Matt if there was any further information on patients being able to register for the new NHS App for smartphones. Matt has had no news; neither has anyone else locally.

3. It has been suggested that we might wish to have a talk on general personal and home safety from Arthur Gray, the local PCSO. It was felt that this is not appropriate for this group.
4. Keith mentioned the proposed merger of all eight NW London CCGs into a single CCG. More when known.
5. Danny suggested putting together information on how to be a better patient. **Action: Keith**

7. Matters Arising & AOB

1. **Next Meeting.** Summer Social: Wednesday 14 August at the Greenwood Pub, Whitton Avenue West, from 1800. All welcome.
2. **October Meeting.** Wednesday 16 October, 1330 in St Barnabas Church Hall, when we hope to have Dr Navaneetharajah to talk about the GP's role.

Keith C Marshall
Chairman
24 July 2019

Thanks to Noreen Marshall for additional notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

2019 Schedule

PPG Meetings

Wednesday 14 August
Wednesday 16 October
Wednesday 11 December

All at 1300 hrs in St Barnabas Church Hall, except the August social which is 1800 hrs in the Greenwood Pub

Meet the Patients

Monday 29 July PM
Thursday 15 August AM
Wednesday 28 August PM
Tuesday 24 September AM
Thursday 17 October AM
Tuesday 29 October PM
Wednesday 27 November AM
Thursday 19 December PM

Dates subject to change depending on available volunteers

PPG Meeting – 16 October 2019 – Minutes

Present: Dr Alice Blackwell (Salaried GP), Lyn Duffus, Matt Edwards (Practice Manager), Sheila Hayles, Keith Marshall (Chairman), Noreen Marshall, Jacqui Piper, Ewa Siwiec
Apologies: Jean Alden, Sennen Chiu, Rhiannon Ingram, Phiroze Munshi

1. Introductions and Apologies

1. Keith welcomed everyone and thanked them for coming to the meeting.

2. Minutes of the Previous Meeting

1. The minutes of the June meeting were circulated and unanimously agreed. Keith signed them.
2. There are no minutes from the August meeting as this was purely social.

3. Survey Results and Action Plans

1. Keith had circulated a summary of the 2019 Annual Survey results, which were much the same as for the previous year.
The Practice was most praised for the helpfulness, friendliness and overall excellence of all its staff.
As usual the biggest complaint was the difficulty of getting an appointment.
2. The question of booking nurse appointments online was raised again. Matt explained that the nurses' work is too variable for appointments with them to be available online under the current system. Other practices also report that patients can muddle up nurse appointments and GP appointments when booking online, which just results in wasted time for everybody. We need to proceed with caution.
3. Lyn commented on the unsatisfactory nature of the question about recommending the Practice to friends and family: if a patient gives the answer "no" because their friends and family are all too far away, does this get recorded as being dissatisfied with the Practice? The answer is almost certainly "yes".
However NHS are changing the FFT question from April 2020 which should make the question clearer.
4. Keith circulated, confidentially and only at the meeting, the MORI GP Patient Survey results for comparison. On the 18 questions MORI use, Barnabas is still the best practice in the area; better than the Ealing CCG average throughout; and better than England on all but two questions.
5. Refurbishment of the waiting area is still in plan and an application has been made for an improvement grant. This work will include a new consulting room, revamp of Room 7, and soundproofing.
6. A new phone system is also in the pipeline.

7. The Practice is very pleased with the acceptance of the clinical pharmacist role. Paresh is now carrying out drug reviews with patients and expanding his work into taking clinics: one for those with learning disabilities, for example. He is also interested in COPD (chronic obstructive pulmonary disease), which includes lung conditions such as bronchitis, asthma and emphysema.
Noreen suggested that we have a talk on this at a future meeting, especially as a hard winter is forecast. Action: Keith
8. Matt commented how useful the Survey results continue to be and thanked all those who had helped with running the survey.

4. The GP's Role

1. Dr Alice Blackwell, the latest GP to join the team, came to meet the PPG and speak about her work.
2. Dr Blackwell reminded us that as well as the more obvious aspects of the GP's work – seeing patients, making referrals to specialists, considering the results of blood tests phone consultations, home visits – a GP also has to make time for research, professional development/training, and feedback from colleagues and patients.
3. As well an annual appraisal (with someone from outside the Practice) every GP has to be revalidated by the GMC every five years.
4. Dr Blackwell's main area of interest is in palliative and end-of-life care (specialized medical/nursing care for people with severe long-term conditions or terminal illness). The focus is on giving relief from the symptoms, pain, and physical and mental stresses with the aim of improving quality of life for both the patient and their family.
5. Keith suggested that we have a session on advanced care planning, which is when patients document their wishes for their future care in case they become unable to make the decision when the time arises. It would need a non-scary title such as "Coordinate My Care". Keith will arrange to meet Dr Blackwell to discuss how this may be achieved.
Action: Keith
6. Jacqui asked how home visits work. Matt replied that one of the doctors is "on call" and covers home visits, correspondence for absent colleagues, phone consultations, last-minute urgent prescriptions. This work is shared by all the GPs on a rota.
In the current environment there is concern about the safety of doctors doing home visits.

5. Being a Better Patient

1. Keith circulated a document on how to be a better patient and get the most from your appointment.
2. This document is too long and must be condensed into something suitable for publication.
3. Due to a lack of time members were asked to take the document away to read and send Keith their comments. Action: All
4. This will then be the main focus (apart from AGM items) at the December meeting.
Action: Keith

6. Practice Updates

1. Matt talked about the new Greystar Development site, Greenford Quay. It looks as though the medical centre there will be large. A short discussion about the project followed.

2. Matt commented that the latest recruit to the reception team had taken up another job, so Rani Chana was still doing some work for the Practice until a new receptionist could be found.
3. Keith asked about the local PCN (Primary Care Network of GP practices) for North Greenford and Perivale (NGP). Matt replied that they are still in start-up mode and activity planning. The plan this financial year is to recruit a clinical pharmacist and a social prescriber to work with all practices in the network.
Keith asked about the PPG element. This should happen in the next year or so.
4. Matt reminded us that we need no longer to discuss the DNA (missed appointments) situation. The DNA rate at Barnabas is just 3%, which is half the national average and very much the best in Ealing.
5. Text message reminders were briefly discussed. There are new systems available for this which the Practice are considering.
6. Keith asked about the projected merger of the eight NHS North West London CCGs into a single organisation. There is as yet no further news. Subsequent information suggests that the merger will happen with effect from April 2021.
7. Other PPG Updates, Matters Arising and AOB
 1. There is still a need for more volunteers to help with the "Meet the Patients" sessions.
Action: All
 2. Keith will bring suggested meeting dates etc. for 2020 to the next meeting. Action: Keith

Next Meeting: Wednesday 11 December, 1300 hrs, St Barnabas Church Hall. This is the AGM.

Keith C Marshall
Chairman
5 November 2019

Thanks to Noreen Marshall for additional notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

2019 Schedule

PPG Meetings	Meet the Patients
Wednesday 11 December	Wednesday 27 November AM
All at 1300 hrs in St	Thursday 19 December PM
Barnabas Church Hall	Dates subject to change
	depending on available
	volunteers

PPG AGM – 11 December 2019 – Minutes

Present: Jean Alden, Lyn Duffus, Matt Edwards (Practice Manager), Keith Marshall

(Chairman), Noreen Marshall, Yogini Patel, Ewa Siwec

Apologies: Sennen Chiu, Sheila Hayles, Rhiannon Ingram, Hasha Mortmore, Phiroze Munshi, Jacqui Piper

1. Introductions and Apologies

1. Keith welcomed everyone and thanked them for coming to the AGM.

2. Minutes of the Previous Meeting

1. The minutes of the October meeting were circulated and unanimously agreed. Keith signed them.

3. Annual Report

1. Keith presented the Chairman's Annual Report for November 2018 to October 2019. Copies were circulated.
2. In summary:
 - The year was busiest during the summer months, notably with the Annual Patient Survey.
 - At the end of October 2019 there were 40 patient members, of whom 15 attended at least one meeting during the year.
 - The PPG is in a good position but needs more active members and volunteers.
3. The year's highlights included:
 - The Annual Patient Survey
 - The Local Information List (suggested by Theresa Fitzgerald) was made available, has been revised and reprinted twice since June.
 - CQC Inspection.
 - The Survey results and the 2019 MORI poll again show the Practice to be the best in the immediate area.
 - The Open Forum meeting in June, with the Practice's Clinical Pharmacist, Paresh Virji, talking on "Understanding Your Medicines".
 - Around a dozen "Meet the Patients" sessions.
 - Book Exchange.
 - *Barnabas Bulletin*.
4. Looking forward:
 - The PPG needs to continue its successful activities and events, such as the Survey, "Meet the Patients", the Facebook Page, *Barnabas Bulletin* and the Book Exchange, and to include occasional talks at meetings.
 - The governance document is due for review in early 2020. This presents an opportunity to realign the PPG year with the NHS year (which starts on 1 April). Keith will bring a proposal to the next meeting along with any proposed revisions to the governance document. Action: Keith

- The PPG should support the Practice as much as possible, especially in the event of the reorganisation and refurbishment of the waiting area.
- Discussion should continue on the "How to Be a Better Patient" document (see below).

5. Keith thanked the Practice for their care of the patients throughout the year and the PPG members for their work.

Matt replied by also thanking the PPG members, and emphasised how helpful the data analysis from the Patient Survey was, with the GPs using it in their appraisals.

6. The Annual Report was agreed, and Keith signed it.

4. Election of the PPG Chairman and Vice-Chairman

1. Keith was unanimously re-elected as Chairman.
2. Keith reminded the meeting that he would not remain Chairman indefinitely and that other volunteers were needed.
3. There were no volunteers for the position of Vice-Chairman, which Phyllis Stubbings had had to give up for family reasons earlier in the year.

5. 2020 Meeting Dates and Speakers

1. In view of the fact that the Practice continue to find it a challenge to have a GP at every meeting, the timing of meetings in 2020 was discussed.
2. It was agreed that 2020 PPG Meetings be held on Tuesdays at 1300 hrs. This may be more convenient for a GP or nurse to attend; and Ewa suggested the church hall may be heated due to earlier regular activity. (The exception is the August meeting which will again be social and at 1800 hrs in the Greenwood pub.)
3. Keith to advise Matt of the proposed dates. Action: Keith *Done*
4. Matt will talk to the Administrator for the Church Hall to book the dates. Action: Matt *Done*
5. Keith had pencilled in dates for "Meet the Patients" in 2020 and would circulate a list of all the relevant dates and times when the availability of the Church Hall was confirmed for the PPG meetings. Action: Keith *Done; dates for 2020 are attached below*
6. Several speakers had been suggested for meetings including: Dr Kooner and/or Nikki Onoufriou on minor surgery; Dr Blackwell on palliative care; Paresh Virji and/or Henny Shanta on COPD/respiratory diseases; a representative from Healthwatch; also a talk on self-care. Some of the talks (specifically Dr Blackwell and self-care) may be more appropriate for a PCN (Primary Care Network) audience. Nikki to be asked to the February or April meeting to talk about minor surgery. Action: Keith

6. How to Be a Better Patient

1. Keith circulated the document from the previous meeting of thoughts on "how to be a better patient" and get the most from your appointment.
2. This document was a first draft containing all the points gleaned from many documents and as such it was agreed to be much too long to be practical. Lyn had annotated a copy with suggested revisions and reductions which she provided to Keith.
3. The general conclusion was that this should probably be called something like "Your Visit". A flyer on the role of the Reception team may also be appropriate.

4. Lyn suggested adding "ask if there's a support group" for any long-term condition.
Action: Keith Done
 5. There was a suggestion that we might build a list of local support groups (assuming one does not already exist); local hospitals and Healthwatch might be good sources.
Matt will also discuss with Jane Sagoo, Ealing CCG. Action: Matt
 6. Keith will email the draft document to Matt to show the Practice team and solicit feedback. Action: Keith Done
 7. Keith will work on the possible leaflets and bring further suggestion(s) to the next meeting. Action: Keith
7. Practice Updates
1. Matt commented that the Primary Care Network (PCN) had appointed two Clinical Pharmacists to work across the Practices in the area; each would work in 4 or 5 practices. The ½-day a week thus available to Barnabas will help free Paresh's time for more direct patient-facing work.
 2. Next year the PCN hopes to appoint a social prescriber and develop a training path for receptionists.
 3. The Practice is still a receptionist short and will be advertising again in January.
 4. Further plans for the refurbishment of the waiting area have been submitted to NHS England and are awaiting a response. The work now looks likely to happen in 2020-21.
 5. The new phone system has still not happened, and is waiting on decisions by the PCN on a possible multi-practice solution.
8. Other PPG Updates, Matters Arising and AOB
1. Keith announced that he was cancelling the "Meet the Patients" session on Thursday 19 December, as he felt that there were unlikely to be many volunteers or patients so close to Christmas. A "Meet the Patients" session will not be scheduled for December 2020
 2. Keith asked Matt if he would get the latest edition of *Barnabas Bulletin* signed off for release. Action: Matt Done
 3. Matt commented that the surgery is now open from 0800 to 1830 hrs, and pre-booked early appointments are between 0730 and 0800.
 4. Keith has seen data on practice sizes in Ealing. Barnabas is the 9th largest (out of 76); the top seven practices all have over 10,000 patients.
 5. Next Meeting: Tuesday 11 February; 1300 hrs in St Barnabas Church Hall.

Keith C Marshall
Chairman
30 December 2019

Thanks to Noreen Marshall for additional notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

2020 Schedule

PPG Meetings **	Meet the Patients	Annual Survey
Tuesday 11 February	Tuesday 21 January AM	Friday 5 June
Tuesday 7 April	Wednesday 19 February PM	Thursday 11 June
Tuesday 9 June	Thursday 19 March AM	Wednesday 17 June
Tuesday 11 August **	Tuesday 21 April PM	Tuesday 23 June
Tuesday 13 October	Wednesday 20 May AM	Monday 29 June
Tuesday 8 December	Tuesday 2 June AM (PPG Week)	
	Thursday 18 June PM	Survey dates to be confirmed
	Tuesday 21 July AM	
	Wednesday 19 August PM	
	Thursday 17 September AM	
	Tuesday 20 October PM	
	Wednesday 18 November AM	
	Dates are dependent on the availability of volunteers	
