

PPG Meeting – 11 February 2020 – Minutes

Present: Jean Alden, Danny Boggust, Lyn Duffus, Matt Edwards (Practice Manager), Rhiannon Ingram, Keith Marshall (Chairman), Noreen Marshall, Harsha Mortmore, Phiroze Munshi, Nikki Onoufriou (Practice Nursing Team)
Apologies: Sennen Chiu, Boba Rangelov (Ealing CCG)

1. Introductions and Apologies

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

2. Minutes of the Previous Meeting

1. The minutes of the December AGM were circulated and unanimously agreed.

3. Barnabas Minor Surgery Service

1. Nikki Onoufriou, from the Practice Nursing Team, spoke about the work she does to assist Dr Kooner in the Practice's minor surgery service. Her particular responsibility is to maintain a clinically sterile environment in which Dr Kooner can operate.
2. This service takes place weekly, on Thursday afternoons, and includes procedures such as the removal of sebaceous cysts, skin tags and moles; patients are also taught how to care for their surgical wounds. Stitches are used to close incisions.
3. The service is very much in demand and is fully booked for two months ahead. Consideration is being given to running extra clinics starting later in the year.
4. Last year there were a total of 320 operations, mostly on adults. On average, between five and seven operations are performed each week. Interestingly, there is no problem with DNAs.
5. Samples of removed tissue are sent to labs for biopsy. Based on the results Dr Kooner also does assessments and makes referrals to hospitals if necessary. Trends are noted and activity is audited.
6. It was noted that anti-tetanus shots are no longer routinely given in the event of injuries. Related to this Keith re-suggested that there could usefully be an article in *Barnabas Bulletin* on gardening injuries; this will be looked at for the June edition. Action: Matt/Keith

4. Governance Review

1. Keith circulated a draft version of the revised PPG Governing Document.
2. The main change proposed is to move the end of the reporting year to 31 March to align with the NHS reporting year. This would move future AGMs to April-June and extend the current reporting year to the end of March 2021.
3. Matt mentioned DBS (Disclosure and Barring Service) checks, which were formerly known as CRB (Criminal Records Bureau) checks. These are the means of preventing unsuitable people working with the vulnerable members of the population. Barnabas staff undergo a great deal of training, much of which additionally covers this.

4. Keith proposed finalising the governance document, and this was unanimously agreed.
Action: Keith
5. A formal motion was proposed:
“(a) To change the PPG reporting year to end on 31 March, in line with the NHS reporting year. (b) Extend the current reporting year to March 2021. (c) To hold the next AGM in Spring 2021 (and not Autumn 2020). (d) Therefore to extend the current Chairman’s term of office to the 2021 AGM.”
This was unanimously agreed.
5. “Getting the Most from Your Appointment” Leaflet
 1. Keith produced a draft leaflet containing advice on how patients can make best use of an appointment (and help their doctor at the same time). It is based on Lyn’s suggestions and comments on the previous document.
The Practice partners are keen on it; Boba Rangelov would also like to make use of it in her Public Engagement work for Ealing CCG; and it may also get taken up by North West London NHS.
 2. Matt felt that it needed more about the available GP online services, and about the Clinical Pharmacist role. Matt will suggest additions. Action: Matt
 3. There was discussion of “Coordinate My Care” (CMC). This allows patients to document in advance what sort of (critical and end-of life) care they would prefer, and will help clinicians to provide this.
The initial process involves a series of questions online and is subsequently discussed by the person with their GP. Once started the process has to be completed within 60 days. The current information about the questions is very woolly and Keith suggested the detailed questions should be available to enable patients to read and think about them before the process is started.
Danny made the point that in situations such as life-threatening conditions he found a truthful approach more helpful than a tactful one, though he was aware from his own family that not everyone did.
It was also suggested that an open forum type session on CMC/end-of-life care would be useful. This may be a PPG session or one for the wider PCN. Matt will discuss within the Practice. Action: Matt
 4. There was also a brief mention of the forthcoming changes to the law on organ donation. Organ donation is currently an “opt in” arrangement where the prior consent of a patient (or their next of kin) is required before organs can be removed after death for use in transplants. From Spring 2020 this becomes “opt out” and consent to removal is assumed unless the patient has registered non-consent on the national register.
It was agreed that it would be helpful to repeat this in the next Barnabas Bulletin.
Action: Keith Done
6. Practice Updates
 1. Matt commented that there is a push to promote more use of online services; for example, only 20% of patients have signed up to request repeat prescriptions online. Harsha commented that she had tried using the online services but failed; she agreed to try again but if necessary she can be given a new account. Action: Harsha Please let us know what happens, Harsha, so if need be we can advise others
 2. Text message reminders are currently being send out by MJog. However this has not been publicised as continuing central funding for the service is not confirmed long-term and is under review. However reminders from SystmOne should continue.

3. The new phone system remains outstanding as does funding for the waiting area rebuild.
4. The Practice is still a receptionist short and former receptionist Rani Chana is still covering some sessions.
5. Unfortunately Dr Alice Blackwell leaves the team on 14 February for family reasons. Two locum doctors will cover the empty sessions in the short term.
6. There was discussion of walk-in clinics in the LB Ealing. There are no walk-in clinics for patients registered with GPs in Ealing – even if the patient lives outside the borough. Because they are in Harrow the Alexandra Avenue and Pinn Practice Health Centres are not available to Ealing GPs' patients.
What is available are appointments with GPs at Ealing's three Extended Access Hubs (EAH) and the Urgent Treatment Centres (UTC) at Ealing and Northwick Park Hospitals. Appointments at the EAHs must be booked either via the Practice or by NHS 111; the UTCs are walk-in and open 24 hours.
The three EAHs are at: Elmbank Surgery, Hanwell; Sunrise Medical Centre, Southall; Florence Road Surgery, Ealing
7. Concern was expressed at the lack of phlebotomy services in the area. The Practice currently offers phlebotomy appointments on a Friday morning but these get booked up several weeks in advance. Despite having recently increased the number of patients they see from 36 to 45 a day, Wadham Gardens Clinic phlebotomy is still reported to be over-subscribed. The next alternative is Ealing Hospital, which is inconvenient for many. More availability is needed. Please can this be raised with the CCG. Action: Matt
8. Keith asked if the self check-in touch screen was ever disinfected. Matt replied that it had been thought about but not considered necessary.

7. Other PPG Updates, Matters Arising and AOB

1. Lyn asked if changes to a patient's normally supplied prescriptions should be notified to them. Matt replied that this would normally only be done if there was a change to the formula.
2. Keith appealed for volunteers for "Meet the Patients". The next was taking place on the afternoon of Wednesday 19 February.
Matt added that he had had a couple of comments appreciating the "Meet the Patients" sessions.
3. Given its prominence in news coverage, it was almost impossible not to mention the outbreak of Coronavirus (Covid-19). Matt assured the meeting that the Practice was well prepared and all staff had received appropriate training.
4. Jean asked for clarification of the phone consultations system, as she had had one such appointment recently and nothing had happened. Matt replied that the GP in question had been sick, but it should have been passed to whichever of the doctors was on duty that day; he apologised. Jean also asked if it was possible to be more specific about the time that the call would take place, but Matt replied that generally it wasn't, because of the numbers involved and the variability of time needed to carry out consultations.
5. Next Meeting: Tuesday 7 April, 1300 hrs, St Barnabas Church Hall.

Keith C Marshall
Chairman
24 February 2020

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

PPG Video Meeting – 17 September 2020 – Minutes

Present: Keith Marshall (Chairman), Matt Edwards (Practice Manager), Jean Alden, Noreen Marshall, Sennen Chiu

Apologies: Dr Bhatoa, Dr Parmar, Lyn Duffus, Sheila Hayles, Phiroze Munshi

1. Minutes of the Previous Meeting

1. The minutes of the last formal PPG meeting in February, and the notes from the two-weekly informal video calls during April to September, were approved and signed.

2. Roundtable Catch-up: How is Everyone Coping with Covid-19?

1. General experience seems to be that although lockdown *etc.* are disruptive, we are all coping reasonably well.
2. Sennen proposed a vote of thanks to the Practice for the thorough and professional way they have handled what has been a challenging time. All wholeheartedly agreed.
3. In general all have had good experiences of the NHS as a whole during the pandemic: regular injections, flu jabs, phlebotomy, hospital specialist consultations were particularly mentioned.
4. Noreen reported that she and others had noticed an unevenness of experience with hospital appointments. There had also been concerns over the provision of phlebotomy.
5. Keith also reported on a very impressive and thorough approach from his (private) dental practice.
- 6.
7. Matt reported that the Practice has found the last 6 months especially challenging, however the excellent team have been able to work through the problems.
8. Matt particularly noted:
 - telephone triage is likely to be on ongoing feature of medical care
 - nurse appointments are taking extra time due to the need for clean-down between patients
 - minor surgery is restarting in a limited way
 - doctors have been forced to use video consultations; this has been requested for a long time and is likely to remain an option going forward
 - phlebotomy service is also restarting, although with 50% fewer appointments due to clean-down between patients; patients are also being referred to Hillview for phlebotomy.
9. There are two useful one page guides to using video consultations: one for clinicians and one for patients. These will be circulated. Action: Keith

3. Future Issues of *Barnabas Bulletin*

1. As there are no patients going through the waiting area, as well as the infection risk, paper-based copies are not currently viable.
2. Email could be used to distribute *Barnabas Bulletin* (or a link to it on the website) but the Practice is keen to prioritise emails to patients for immediate medical needs, so *Barnabas Bulletin* would be at the bottom of the priorities.

3. Other practices have put their newsletters on hold.
4. It was agreed to keep *Barnabas Bulletin* on hold and review the situation again in early 2021. Action: Keith/Matt

4. Arrangements for Flu Jabs

1. Matt reported that text messages were now going out inviting eligible patients for their flu jab. This is being done in batches of 100 by surname; about 50% have so far been done.
2. There is an over-65s clinic for flu jabs on Saturday 19 September.
3. It is worth patients requiring flu jabs to ring up and book.

5. *Local Facilities List*: Call for Updates

1. The *Local Facilities List* has not been updated since September 2019.
2. Keith proposes to do an update in the next 2-3 months. Action: Keith
3. Hopefully the document can then be uploaded to the Practice website, perhaps with a "ticker" to alert patients to its existence.
4. Any additions, or updates, would be welcomed; please send them to Keith by 9 October. Action: All

6. Self Care Week

1. Self Care Week is 16-22 November.
2. Back in February the CCG asked that PPGs give this some particular emphasis this year.
3. However under the current circumstances it was agreed that this was not an option, and that in any event people are having to learn to do this for themselves.

7. Patients Sending Confidential Medical Emails to PPG

1. Over the last few months there have been a number of instances of patients sending confidential information to the PPG email address in error. This has mostly been registration documents or repeat prescription requests. One patient has done this three times. The emails have been sent on to the Practice.
2. Matt reported that the relevant patients had been talked to.

8. Practice Updates

1. As reported above, services are gradually restarting.
2. New ansaphone messages have recently been recorded.
3. Paresh is now working in the medical centre three mornings a week (and the rest of the time from home). Nikki is also back working in the medical centre.
4. EPS4 (Electronic Prescriptions, Phase 4) is now being implemented. This sends all prescriptions to pharmacies electronically, with the patient being given a code for the pharmacist to use to download the prescription. Very few prescriptions are now being printed.

9. Future Meetings

1. This meeting had generally worked well, with 4 attendees on video and one joined by phone.
2. It was agreed that we should restart our 2-monthly formal PPG meetings as Zoom videoconferences.
3. For simplicity, Keith would like to keep to a regular day and time.

4. Matt suggested that 1330hrs was a good time for the Practice as it is between clinics, and hence one of the clinicians is more likely to be able to attend. Wednesday was also mentioned as a possible day.
 5. Keith will check with all regular attendees prior to fixing dates & times for this November and 2021. Action: Keith Done
 6. Keith also proposes to keep the informal two-weekly video calls, which are currently scheduled up until Christmas. These will be dovetailed with the formal videoconferences.
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10. Other PPG Updates, Matters Arising and AOB
 1. Sennen asked about how the NHS will be handling the upcoming hard Brexit on 1 January. So far the Practice has not had any communication on this!
 2. Matt agreed that the annual patient survey should be postponed until at least summer 2021. FFT is likewise suspended by the NHS.
 3. Keith commented briefly on some of the comments around the Covid-19 vaccine trials. These have a long way to go, and the deployment logistics are formidable. Don't expect anything soon.
 4. Local MPs have raised concerns in parliament about the reduction in services (especially A&E) at Ealing Hospital being SaHF by the back door.
 5. Next Meeting: November date to be agreed. Action: Keith

Keith C Marshall
Chairman
20 September 2020

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

Informal Videoconference Dates

- 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~~ CANCELLED
 - Wednesday 2 December, 1300-1330
 - Tuesday 15 December, 1600-1630
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PPG Video Meeting – 18 November 2020 – Minutes

Present: Keith Marshall (Chairman), Matt Edwards (Practice Manager), Jean Alden, Sennen Chiu, Harsha Mortemore

Apologies: Dr Bhatoa, Dr Parmar, Lyn Duffus, Sheila Hayles, Rhiann Ingram, Noreen Marshall, Jacqui Piper

1. Minutes of the Previous Meeting

1. The minutes of the 17 September meeting were approved and signed.

2. Roundtable Catch-up: How are You Coping with Covid-19?

1. Although we're back in lockdown, the general experience remains that although it's still disruptive, and sometimes stressful, we are all coping reasonably well.
2. There are, of course, the usual medical concerns which affect a number of members.
3. Members have continued to have good experiences of the NHS as a whole during the pandemic.

Everyone present expressed their thanks to Practice members for the care they've had recently. Everyone has been on the ball, helpful, friendly and efficient. Dr Parmar, Dr Fong and Nikki Onoufriou were all mentioned by name.

Sennen has had excellent responses from the Practice and hospital for a recent issue. Keith conveyed how impressed Noreen has been with the Practice, Hillingdon Hospital AECU and hospital transport.

Keith has had a recent video consultation with the Royal Brompton Hospital, which, although fairly routine, was helpful and efficient – and so much better than having to travel in to central London.

4. All agreed that video (and phone) consultation seems to be the way to go. Most patients like convenience, although there are always a few who want to insist on face-to-face appointments.

3. Covid-19 Information, Updates, Q&A

1. Essentially everyone is waiting to see what happens at the planned end of this lockdown period on 2 December.
2. Keith talked in outline about the logistics of vaccine deployment.
3. Harsha asked if there was any data available for Covid-19 infections in Ealing. Yes, if nowhere else there is data on the council website which Keith can find. Action: Keith Done; data and information can be found at <https://www.ealing.gov.uk/coronavirus>.

4. Practice Updates

1. Patients are complaining that they cannot get through on the phone as the number is always engaged. This is due to there being a fixed number of lines, which are being more heavily used with doctors & nurses doing telephone consultations.
2. It is hoped that the long-planned new phone system will be installed in early December; Matt is waiting on a date from the supplier. This will be a cloud-based system and no

longer dependent on the current fixed number of lines, which means it will be easier to get through on the phone.

3. The Practice are keen to promote the eConsult facility (on the website) as this allows the patient to request a consultation and provide the initial information (including photographs if appropriate).
4. Although the Practice is gradually opening up, fewer staff are present in the centre. The doctors are spending much of their time working from home.
5. The Receptionists are once again working their full hours, and the Practice is now actively looking to backfill Rani Channa.
6. Jean asked about annual drug reviews. These can be done by Paresh as a phone consultation.
7. Our phlebotomy service is currently on hold as our regular phlebotomist is on leave, and may have to self-isolate on her return. Cover will be provided if available. Harsha asked for an update on Grand Union reopening for phlebotomy. Currently there is no news.
8. There is currently no news about the Greenford Quay (ex-GSK site) development and the health centre planned for there. However it is possible that an unused area of the site may be used for a national Covid-19 vaccination facility.

5. Future Meetings

1. Formal PPG meetings, via Zoom videoconferencing, have been scheduled for 2021. The six dates are at the foot of these minutes.
2. Keith also proposes to schedule dates (at least for first quarter 2021) for our series of roughly 2-weekly informal contact calls for members. These will be scheduled round the formal PPG meetings. Action: Keith *Done; dates for the whole of 2021 are also appended below*
3. If circumstances change these meetings can always be cancelled or rearranged.

6. Other PPG Updates, Matters Arising and AOB

1. There were no outstanding matters from the previous meeting.
2. The Boots store at Sudbury Hill (near the tube station) is being closed. When asked in early November when this was happening, the staff were unable to say: "in the next few weeks" was the response. It has been rumoured that the store is being taken over by another pharmacy, but again this is not confirmed. Matt to ensure that Paresh is aware so electronic prescriptions do not go astray. Action: Matt
3. Next Informal Contact Call: Wednesday 2 December, 1300-1330
4. Next Full PPG Meeting: Wednesday 20 January, 1330

Keith C Marshall
Chairman
21 November 2020

Text in underlined italic is post-meeting updates.

Full Formal PPG Meetings, 2021

- Wednesday 20 January, 1330
<https://us02web.zoom.us/j/81116144581?pwd=V0ErYmFJV1ZcVpmRTNCeGRoYXNHUT09>
 - Wednesday 17 March, 1330
<https://us02web.zoom.us/j/83096234598?pwd=UStkWEZyc1INZXdTRzd5WXlnR3k1UT09>
 - Wednesday 19 May, 1330 [This is the AGM]
<https://us02web.zoom.us/j/84739929635?pwd=R1loMkJ3OVdyTUJJZkZvcFVPNmFJUT09>
 - Wednesday 21 July, 1330
<https://us02web.zoom.us/j/88054343808?pwd=ZlUrYks0M1JkQmhmbIZ4QjUyZHhpdz09>
 - Wednesday 15 September, 1330
<https://us02web.zoom.us/j/84905466669?pwd=cENHMUorM1RRMmllbzN6dE01TEFIQT09>
 - Wednesday 17 November, 1330
<https://us02web.zoom.us/j/84423998662?pwd=cGxFNG5Na1dLM2JicDhEdjIjQeU96dz09>
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Informal Contact Videoconference Dates, 2020

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

Informal Contact Videoconference Dates, 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):

<https://us02web.zoom.us/j/7279594414?pwd=VmYwODdoWGg2eTFvTlVjVlZyRmhSQT09>
