

PPG Video Meeting – 20 January 2021 – Minutes

Present: Keith Marshall (Chairman), Matt Edwards (Practice Manager), Sennen Chiu, Lyn Duffus, Noreen Marshall

Apologies: Jean Alden, Sheila Hayles, Rhian Ingram, Harsha Mortemore, Jacqui Piper

1. Minutes of the Previous Meeting

1. The minutes of the 18 November 2020 meeting were approved and signed.

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

1. Despite the increased lockdown everyone reports that they're coping alright, although we're all getting frustrated and finding things tedious.
2. Members have continued to have good experiences of the NHS as a whole during the pandemic.
3. The eConsult system appears to work well as are video check-ups and consultations.

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

1. In preparation for this meeting, Keith had posed a number of common questions to Matt. We all know what is being said by the NHS and government but the intent was to understand how things are happening on the ground.
2. Question: Where will we have to go for vaccinations? Currently in Ealing vaccination is being done only at Ealing Town Hall and the Dominion Centre in Southall. Vaccinations will not be done at the Practice at least in the foreseeable future. The aim is to use large, and suitable, centres to get people through as fast as possible.
3. Question: When are various risk groups likely to be called? The Over-80 cohort has now been completed in Ealing and the Practice is currently working through the Over-75s. Matt expects to start on the Over-70 cohort in the next couple of weeks. Keith (70) was invited the day after them meeting.
4. Question: How/when are the eligibility lists being created? People are being called by the Practice; if you are eligible "on the day" you will be contacted. Contact lists have not been created (and fixed) in advance.
5. Question: Who will be contacting us with a vaccination offer? The Practice will be contacting you. If possible this will be via a text message or else by phone, using post as a last resort. It is expected that in the next few weeks the text messages will contain a link for patients to book their own appointment, until then follow the instructions given. Patients may also be called by letter, centrally by the NHS; if you receive a letter before the Practice contacts you then do act on it and don't wait. Keith was invited by text message, which contained a link to self-book an appointment.
6. Question: Which vaccines are approved & available? Currently the Pfizer/BioNTech and Oxford/AstraZeneca vaccines are available. The Moderna vaccine is also approved in the UK, but is not yet available.
7. Question: Which vaccine will I get? Do I have a choice? No you do not have a choice. You will receive whichever vaccine is available on the day at the centre you attend.

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Chairman: Keith Marshall; 020 8864 7993

8. Question: How can I make sure I get the second dose of vaccine sooner than 12 weeks?
You can't influence this! Matt reported that appointments for the second shot are currently being offered after 9 weeks.
9. Matt reported having his first vaccination at the Town Hall a few days previously, which he found quick and efficient.
10. Post-meeting information from Jean Alden who was having her first vaccination at Ealing Town Hall during the meeting ... You will be given an appointment time. The centre was well organised, there were only short waits to be checked in and then for vaccination. Jean was given the Pfizer vaccine and was then asked to sit in an observation room for 10 minutes afterwards. (Others Jean knows in Hillingdon have been sent to a mega-centre in Wembley and received the Oxford vaccine.) Call for the second vaccination will be by the GP after 10-12 weeks. There was a large notice saying that anyone there for their second vaccination will be sent away. Most people are (apparently unnecessarily) taking someone with them.
11. There are a number of leaflets available on Covid-19 vaccination with versions in a number of languages. They should be accessible via <https://www.healthpublications.gov.uk/ArticleSearch.html>.

4. PPG Plans for 2021-2023

1. Keith is starting to build a plan for PPG activity over the two years beginning April 2021.
2. While any plan has to be realistic, taking into account both the number of us available and the Covid-19 situation, it is important to document (a) what we would like to do, (b) what the Practice would like us to do, and (c) what we can reasonably expect to be able to do.
3. Please will members send any ideas and thoughts to Keith as soon as possible. **Action: All Members**
4. The intention is, if possible, to bring an initial draft list of activities to the next meeting, and an initial plan to the AGM in May. **Action: Keith**

5. Practice Updates

1. The Practice has now appointed two additional Receptionists who are currently being trained: Tracey Peart and Elizabeth Whittaker.
2. The Practice now has a new cloud-based phone system installed.
PPG Members have commented on:
 - a. It is no longer possible to press a specific key to avoid listening to over a minute of messages.
 - b. The announcement about "your call is important to us" is "patronising". (Yes, we know everyone does it, but that doesn't change the feeling.) Please can some better words be found and not use the default provided message?
 - c. Similarly reference to "the next available agent" is demeaning to reception (they're better than mere "agents") and unhelpful to patients. Why can't we call them what they are: receptionists, which patients understand. Again please can the message be changed?
 - d. We would like to be told where we are in the call queue.
 - e. In some instances the queued call drop back and forth between the music and a ringing tone. Should it?

Matt pointed out that the system is new and there will be teething problems. However he hopes to rerecord and improve messages and add facilities over time. **Action: Matt**

3. There was discussion of the possibilities of using pharmacy providers who will deliver repeat prescriptions from a central point, eg. ECHO (part of Lloyds Pharmacy). While this is OK for tablets *etc.* patients should be very careful using such a provider for medication requiring cold-chain storage, eg. insulin.
4. It was agreed to postpone consideration of restarting publication of *Barnabas Bulletin* to mid-year.

6. Other PPG Updates, Matters Arising and AOB

1. There is still no news on the closure of the Boots store at Sudbury Hill and the staff there are reported to be completely demoralised.
2. The update to the "Local Facilities list" has been completed. Keith to send a finalised copy to Matt to be put on the Practice website. **Action: Keith / Matt**
3. It was agreed to postpone our requested session on Respiratory Issues to the May or July meeting, in order to allow the clinicians to devote the maximum time to assisting with Covid-19 vaccination. **Action: Keith**
4. There were no outstanding matters from the previous meeting, and no AOB.
5. Future meeting dates are appended below.
6. Next Informal Contact Call: Tuesday 2 February, 1400-1430
7. Next Full PPG Meeting: Wednesday 17 March, 1330

Keith C Marshall
Chairman
21 January 2021

Text in underlined italic is post-meeting updates.

2021 meeting dates are on the next page ==>>

Full Formal PPG Meetings, 2021

- Wednesday 17 March, 1330
[REDACTED]
- Wednesday 19 May, 1330 [This is the AGM]
[REDACTED]
- Wednesday 21 July, 1330
[REDACTED]
- Wednesday 15 September, 1330
[REDACTED]
- Wednesday 17 November, 1330
[REDACTED]

Informal Contact Videoconference Dates, 2021

- 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):

[REDACTED]
