

PPG Video Meeting (AGM) – 19 May 2021 – Minutes

Present: Keith Marshall (Chairman), Matt Edwards (Practice Manager), Jean Alden, Sennen Chiu, Lyn Duffus, Noreen Marshall, Harsha Mortemore, Phiroze Munshi

Apologies: Sheila Hayles, Rhian Ingram, Jacqui Piper

1. Minutes of the Previous Meeting

1. The minutes of the 17 March 2021 meeting, and notes from informal video calls so far this year, were approved and signed.

2. Annual Report

1. Keith briefly presented the Annual report, which had been circulated in advance.
2. The period reported was extended (11/2019 to 03/2021) in order to realign the PPG reporting year with the NHS year.
The period included over a year of restricted activity due to the Covid-19 pandemic. Formal PPG meetings since March 2020 have been held using Zoom videoconferencing. The group has also held roughly 2-weekly informal video calls.
Keith again expressed concern at the lack of GP attendance at the PPG formal meetings.
3. Looking forward we hope for a return to some approximation to normality, although we should expect to continue virtual meetings for the foreseeable future.
Planned PPG activity is documented in the Activity Plan (see item 5 below) but this plan will need to be tailored to take into account both Covid-19 restrictions and the volunteers available.
4. The PPG's aim should continue to be to work with the Practice to achieve OUTSTANDING ratings at CQC inspections.
5. Keith expressed enormous thanks to everyone at the Practice, and the whole NHS, for their efforts, in extremely difficult circumstances over the last year and more, to keep us safe and well. Everyone agreed.
Matt was asked to forward these thanks to the whole Practice team. **Action: Matt**
6. The Annual Report was agreed.

3. Election of Chairman & Vice-Chairman

1. In the absence of other volunteers, Keith agreed to continue as Chairman.
2. Harsha volunteered to be Vice-Chairman. Many thanks, Harsha! Keith & Harsha are arranging an initial briefing meeting.

4. Covid-19 Roundtable Catch Up

1. Matt reported that the Practice is starting to open up and are seeing more patients face-to-face.
However there is reluctance to open the doors fully as the Practice must continue safeguarding the staff, as well as patients.
2. The restrictions have caused a backlog of routine activity (eg. annual diabetic check-ups), which the team are working to clear.
3. The Practice is looking at offering more phlebotomy (blood test) appointment slots, as there is a general recognition that coverage is poor.

4. There is no news on the possible reopening of Wadham Gardens clinic, nor of progress on the health centre on the Greenford Quay site.
5. Sennen asked if the phone system could have an announcement message if there are no remaining appointments that day. Matt will investigate. **Action: Matt**
6. Sennen also pointed out that patients requesting repeat prescriptions are not informed when the prescription is sent from the Practice to the pharmacy. (There is an acknowledgement at the time the patient submits the online request.) Again Matt will investigate. **Action: Matt**
7. It was agreed that the NHS needs to provide much more public information to help manage patient expectations, especially on how services will be different as things open up post-Covid.
8. There was general agreement that the NHS smartphone app has been greatly improved over the last year. It is now extremely useful as it allows access to your records, to request repeat prescriptions etc. There is now an option on the front panel to display your Covid-19 vaccination status, so it could be used as a vaccine passport should this become required.
9. Harsha mentioned that she had seen something about the NHS using a transport service for those needing to get to vaccination appointments. We've not been able to find the reference to this.
10. There is general concern over the easing of restrictions especially in light of the (apparently more transmissible) Indian variant of the Covid virus. Many experts are suggesting we continue to be extremely careful and continue with social distancing etc.

5. 2021-23 Activity Plan

1. Keith introduced his plan for PPG activity over the next 2 years, which had been circulated in advance.
2. As often stated, the plan will have to be adapted in flight to take account of the Covid-19 situation and the available volunteers.
3. The plan includes ongoing items to:
 - Be a critical friend to the Practice
 - Increase membership (for which we need the Practice's help to identify potential members)
 - Complete the *Be a Better Patient* leaflet – the content will depend on how the Practice expects to work post-Covid
 - Keith's Members' Monthly Bulletin.
4. Suggested project activity includes:
 - Enhancing the relationship with Practice
 - Rebranding to make the group purpose clearer to patients
 - An online membership register, allowing automatic GDPR consents and incorporating an email discussion list for members
 - Enhancing the PPG's web presence
 - Publishing *Barnabas Bulletin* online
 - Running the Practice's annual patient survey online
 - Ability for the Practice to email/text all patients with information and to promote the PPG.
5. These project activities will need investment of time and energy (if not money) if the benefits (growth, impact) are to be realised. All may not be possible, but all should be considered.

6. In terms of rebranding the PPG, it was felt that the "Patient Voices" name was too likely to attract only the complainers and that "Patient Practice Partnership" would better explain the group's function. Added to the list of rebranding ideas.
7. There was discussion about the timing of these formal PPG meetings. The Wednesday late lunchtime slot is not convenient for several members who wish to be actively involved.

It was suggested we move (at least some) meetings to Wednesday or Thursday early morning or Thursday late lunchtime.

Matt vetoed evening meetings due to the already long working days for Practice staff.

Keith will poll the members for whom the current time is inconvenient, and other active members, and make decisions on dates/times for meetings for the remainder of 2021.

Action: Keith Regular attendees have been emailed asking for their preferences.

6. Practice Updates

1. Matt reported that the Practice is currently manically busy and continues to receive around 100 phone call per hour, which take an average of 5 minutes each. This is taking a huge amount of receptionist time.

Consequently the Practice is looking at the possibility of recruiting further receptionists.

This explains the continuing grumbles from patients about hanging on the phone.

We all need to encourage patients to use eConsult, and look up their test results online.

Sadly some patients, although able, are resistant to doing things online and expect to speak to a doctor.

2. Matt reported that there has been no PPG involvement from the local Primary Care Network (PCN) as only two of the 11 practices currently have active PPGs. (That's us and Hillview.)
3. Sennen raised the possibility of establishing support groups for patients with (for example) cancer, diabetes etc.
This would need to be done at the PCN level (or above) to provide a large enough number of participants.
It was suggested that each practice might specialise in/host a particular group.
Matt was asked to take this to the PCN for consideration. **Action: Matt**

7. Other PPG Updates

1. It was agreed that the planned information session on respiratory issues is postponed to the September meeting. **Action: Keith**

8. Matters Arising & AOB

1. A recent informal call thought it would be good to have a written history of the Practice: both for general interest and as a piece of local history.
That meeting asked Noreen to contact appropriate people, gather information, and write a short history. **Action: Noreen**
As well as long-standing (ex-)staff, long-standing patients may have useful contributions.
Noreen and Matt to discuss who and how to establish contacts. **Action: Noreen/Matt**
2. Next Formal Meeting : Wednesday 21 July, 1330 (details below, but this could change!).
Next Informal Call : Tuesday 1 June, 1400 (details below).

Keith C Marshall, Chairman

2 June 2021

Formal PPG Meetings, 2021 (**NOTE CHANGED TIME!**)

- Wednesday 21 July, 0900



- Wednesday 15 September, 0900



- Wednesday 17 November, 0900



Informal Contact Videoconference Dates, 2021

- 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):

