

PPG Video Meeting – 21 July 2021 – Minutes

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

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

1. Minutes of the Previous Meeting

1. The minutes of the AGM on 19 May 2021 were approved and signed.

2. Covid-19 Roundtable Catch Up

1. Keith reported the government's Covid vaccination data from last weekend. Vaccination rates in Ealing and London are lagging far behind the rest of the country.

Vaccination Status (as of 15 July)

	% Vaccinated with:	
	1 Dose	2 Doses
Ealing	63%	43%
London	65%	45%
England	87%	67%
UK	88%	68%

2. On the plus side, the Zoe Covid Study (run by Prof. Tim Spector of Kings College, London) is this day reporting an estimated 1567 active cases in Ealing, down 177 from the previous week. However on 22/07 Zoe Covid were estimating 2484 active cases in Ealing, up 372 from a week previously. Do not expect the Zoe Covid numbers to correspond to the government's figures as they are calculated differently.
3. Everyone was surprised, and dismayed, at the government's easing of restrictions, including the requirement to wear a mask.
Matt reported that the Practice, in line with other healthcare facilities, will continue to require patients visiting the Medical Centre to wear masks and social distance.
Travel companies and many shops are also continuing to require masks to be worn.
4. However the Practice are beginning to look at slowly opening up and allowing up to six patients at any time in the waiting area. The timing will depend on what happens over the coming weeks.
5. The NHS is planning to give Covid booster vaccinations starting in September.
On current guidance, due to the chilled/cold storage required, this is likely to be done at some pharmacies and at vaccination hubs rather than at the Practice.
While this will happen in the same timeframe as flu jabs, the two shots may not be administered at the same appointment.
The Practice is awaiting further guidance from above.
6. Sennen praised Dr Fong for the speediness of the recent care for his wife, and asked Matt to pass on their thanks to Dr Fong. **Action: Matt**
7. Lyn highlighted the problems she has had recently trying to change an appointment for a cataract operation; the contact details in the appointment letter did not work!
Keith suggested Lyn send this feedback to Healthwatch Ealing and/or CQC.

3. 2021-23 Activity Plan

1. Keith provided an update on the current plan of activities, and specifically PPG development.
2. Keith and Matt discussed much of this activity on 20/07, when it became clear many of the activities will not happen quickly, partly due to the current constraints on Practice staff time.
3. Keith introduced the work done on renaming and rebranding the group. This is felt necessary as "patient participation" means little to the majority of people. Following discussion with a small number of members, the top three new names for the group were:

- Barnabas Patient Voices
- Barnabas Patient Group
- Barnabas Patient Partnership

Barnabas Patient Voices is much the preferred choice.

"Patient Voices" has been found by other PPGs to be a more useful and meaningful name, and adding "Barnabas" provides specific focus.

All members have been circulated with the new name and asked for comment.

Unless there is significant adverse comment (including from the Practice) the name Barnabas Patient Voices will be adopted. **Action: Keith**

4. Matt has indicated to Keith that email/text to patients is now easier than in the past. This will hopefully enable us to restart publication of *Barnabas Bulletin* with electronic distribution. This would also make a redesign worthwhile.
5. The Practice's annual patient survey will not happen this year as the Practice's view is that in the current climate it would be unnecessarily negative. To run the survey online would also require a facility like Survey Monkey, and this would entail significant cost for the Practice (or for our local Primary Care Network).

4. Practice Updates

1. Phone System. As we previously requested, the new phone system now tells the caller where they are in the call queue.
Once answered, each phone call lasts on average 6 minutes. The Practice views this as taking more receptionist time than necessary, especially given the continuing high call volumes.
The Practice are therefore working to streamline the receptionist operation with the aim of reducing call time to around 3 minutes.
2. Staff Updates. The practice have recruited four new members of staff, who will start in the near future. This was welcomed by all.
 - a. Receptionist. Isobel Hanson, starts at the end of July.
 - b. Phlebotomist. Sheryl Sullivan, will start in early August. Sheryl is planned to do blood sessions on Tuesday and Wednesday mornings; this is in addition to the existing Friday morning session which will continue. The hope is that this will eliminate the need for patients to go elsewhere for blood tests.
In time Sheryl may be able to do some HCA work alongside the nurses.
 - c. Pharmacy Technician. Sandip Sodha, is due to start in early September. He will work with Clinical Pharmacist, Paresh Virji. Sandip is being shared with another local practice, and is planned to work mornings at Barnabas.
 - d. Salaried GP. Dr Rebecca Carey, is due to start in early/mid October. Dr Carey is planned to work Tuesday afternoons and all day Wednesday, Thursday & Friday. Her arrival will bring us back up to six GPs and hopefully ease the load on the current doctors.

5. PPG Updates

1. Local Facilities List. Keith has now updated this.
At Matt's request a disclaimer has been added pointing out that users are required to adhere to each facility's Covid safety practices.
Keith to send the final copy to Matt. **Action: Keith**
Matt to add the document to the website and have it attached to new registration papers. **Action: Matt**
2. Informal Contact Calls. Although attendance at these calls has been poor since April, Keith proposes to continue them for the foreseeable future.

6. Matters Arising & AOB

1. Lyn commented that, thanks to reception, she had found that while a prescription may be sent electronically to any pharmacy in England, this is not possible for pharmacies in Scotland.
2. Next Formal Meeting : Wednesday 15 September, 0900 (details below).
Next Informal Call : Tuesday 3 August, 1600 (details below).

Keith C Marshall, Chairman
22 July 2021

Formal PPG Meetings, 2021 (**NOTE THE NEW TIME!**)

- Wednesday 15 September, **0900**

[REDACTED]

- Wednesday 17 November, **0900**

[REDACTED]

Informal Contact Videoconference Dates, 2021

- 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]