

2-Monthly Full Meeting – 17 November 2021 – Minutes

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

Apologies: Sheila Hayles, Rhian Ingram

1. Minutes of the Previous Meeting

1. The minutes of the 15 September meeting were agreed and signed.

2. Covid-19 Roundtable Catch Up

1. Very little new to report.
2. Case numbers are still worryingly high.
3. Boosters are now available for all over-40s. All over-16s now eligible for 2 shots. 12-15s still get only one shot.
4. Lyn reported again that there is much better mask compliance in Scotland. The English attitude seems to be “we don’t have to, so we won’t”.
5. UK government is continuing to create confusion and not discussing the case numbers.
6. We keep hearing reports of medics refusing to be vaccinated – which we don’t understand.

3. Members Feedback / Issues

1. There has recently been an issue with the phones where the queueing system doesn’t say where you are in the queue.
Matt calls in regularly to check the messages but hadn’t noticed this.
Needs investigation, please. **Action: Matt**

4. 2021-23 Activity Plan

1. Keith provided a quick update on the latest plan progress.
2. The **Barnabas Patient Voices** website, <http://barnabasvoices.org.uk/>, is now live. Please use it!
It does not replace the Facebook group as it will contain much more information.
3. Keith will be setting up the new membership register, using the WordPress user system, in the next few weeks. **Action: Keith**
All current members will be migrated; their only activity should be to change their password when requested.
Keith also needs to write some process around the new system. **Action: Keith**

4. The new design for *Barnabas Bulletin* has been approved by Matt.
The aim is to restart quarterly publication with issue 30 in mid-February; this is likely to be a Covid update issue.

Keith has drafted an outline for possible content for BB 30, which will be sent to Matt.

Action: Keith

Matt to provide some skeletal words for articles. **Action: Matt**

5. Keith still has to do a survey demo in Google Forms **Action: Keith**
6. We need more content for our "treatment experience sharing" series. **Action: All**
7. Keith & Matt to review the open actions log at their next update meeting. **Action: Keith/Matt**

5. 2022 Meeting Schedule

1. Agreed to continue with 2-monthly full meetings in mid-January, March, May, July, September, November.

The May meeting will be the AGM.

After discussion it was agreed that Wednesday at 13:30 would be a better time to meet.

2. Keith to schedule dates, probably on the third Wednesday of the relevant months.

Action: Keith *Done; 2022 dates at the end of these minutes and on the website; they will also be posted on the Facebook group*

3. Agreed to continue the informal zoom calls next year, but reduce them to monthly but continuing with varying days and times.

Keith to schedule dates. **Action: Keith** *Done; 2022 dates at the end of these minutes and on the website; they will also be posted on the Facebook group*

6. Practice Updates

1. Staff Updates:

Sheryl Sullivan, Phlebotomy/HCA, has left. Some phlebotomy cover is being provided pending recruitment.

Dr Rebecca Carey, Salaried GP, joined in mid-October.

2. The earlier supply issues with blood bottles seem to have been resolved and routine blood tests are now being done.
3. The rebuild of Room 7 is scheduled to start on 22 November and should be complete by Christmas.

The room is being expanded and complete remodelled to make a much improved consulting room mostly for Dr Carey.

4. Matt reported that the Practice is planning to make more face-to-face appointments available going forward.

Video calls are also available.

However we have found that sending photographs is less than ideal.

5. Matt also reported that there are plans to replace the eConsult system with one which is easier to use for both patients and doctors. This will be used across NW London and is currently out to tender. The expectation is that the new system will be in place for next April.

7. Group Updates

1. Keith reminded Matt that he was going to provide words on telephone triage for the "Your Appointment" leaflet. **Action: Matt**
2. The group membership list has recently been checked against the Practice's list of registered patients.

3. Keith has a list of work items to complete:

- write Barnabas Bulletin for January review & publication mid-February
- mock-up of survey on Google Forms
- write membership process & migrate members
- revise group items on Practice website
- fix 2022 meeting dates
- complete the "Your Appointment" leaflet

8. Practice Updates

1. Matt has to move the "Local Facilities List" to its correct home on the Practice website.

Action: Matt

2. Next Full Meeting: tba. Now fixed for Wednesday 19 January, 13:30

3. Next Informal Calls: Tuesday 30 November, 16:00 and Monday 13 December, 18:00.

Keith C Marshall, Chairman
21 November 2021

Remaining 2021 Informal Call Dates

- Tuesday 30 November 16:00
- Monday 13 December, 18:00

Zoom Link (for all informal calls):

<https://us02web.zoom.us/j/7279594414?pwd=VmYwODdoWGg2eTFvTIVjVIZyRmhSQT09>

Meeting ID: 727 959 4414. Passcode: 149417

2022 Full Meeting Dates

Date & Time	Zoom Details
Wednesday 19 January 13:30	https://us02web.zoom.us/j/83671777106?pwd=NIV3ZGdwUjJ5QThqUzZtdGJqbFNrUT09 Meeting ID: 836 7177 7106 Passcode: 476119
Wednesday 16 March 13:30	https://us02web.zoom.us/j/85213102573?pwd=QU5iVmthUWJvUnJWNklxZlIxNFIXZz09 Meeting ID: 852 1310 2573 Passcode: 840639
Wednesday 18 May 13:30 [AGM]	https://us02web.zoom.us/j/88344565328?pwd=eUs1TIZOYWxlV0c5VU5HV1ZZOXJ2UT09 Meeting ID: 883 4456 5328 Passcode: 300803
Wednesday 20 July 13:30	https://us02web.zoom.us/j/89829933618?pwd=S3dhNXlWQkQ4VGc1cUlxRGxHYnVRQT09 Meeting ID: 898 2993 3618 Passcode: 567437
Wednesday 21 September 13:30	https://us02web.zoom.us/j/84214030722?pwd=RnE4bStnQ1FHbjlrFQ4ZE9KWEISZz09 Meeting ID: 842 1403 0722 Passcode: 652353
Wednesday 16 November 13:30	https://us02web.zoom.us/j/81745064799?pwd=cXZpN1FqTWVVPKy9pelFIVlJ6Zmh5dz09 Meeting ID: 817 4506 4799 Passcode: 069999

2022 Informal all Dates

- Wednesday 5 January, 10:00
- Thursday 3 February, 12:00
- Tuesday 1 March, 14:00
- Monday 4 April, 16:00
- Wednesday 4 May, 18:00
- Wednesday 1 June, 10:00
- Tuesday 5 July, 12:00
- Monday 1 August, 14:00
- Wednesday 7 September, 16:00
- Thursday 6 October, 18:00
- Tuesday 1 November, 10:00
- Monday 5 December, 12:00

Zoom Link (for all informal calls):

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

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