

Informal Videoconference Notes (2021)

Date	Present / Apologies	Important Info / Actions
Actions C/F from 2020 Informal Calls		<ol style="list-style-type: none"> 1. Sennen concerned at lack of Vice-Chairman as we could need a backup to Keith. We've done our best to identify someone, now we need to ask the Practice to help identify a suitable patient. Keith to discuss with Matt & Dr Parmar when possible. Action: Keith <u><i>This has been added to the PPG Plans for 2021-23.</i></u> 2. "Local Useful Info Guide" update & add to Practice website. Action: Keith <u><i>Completed & sent to Matt.</i></u>
Thursday 7 January	P: Keith Marshall (Chairman), Jean Alden, Lyn Duffus, Noreen Marshall, Harsha Mortemore A: Sheila Hayles, Jacqui Piper	<ol style="list-style-type: none"> 1. Discussion about Covid-19 vaccination rollout. It is worrying that the delay between 1st and 2nd shots is being extended to up to 12 weeks – there is no scientific basis for this for the Pfizer vaccine; but some evidence for the Oxford vaccine. Currently there's no news about how the Oxford vaccine will be deployed locally. We have been told that when we get to the top of the queue we will be contacted by text message to make an appointment. Over-80s are currently being vaccinated at Ealing Town Hall and the Dominion Theatre in Southall; there may be other sites. 2. Practice appears to have installed the new phone system. All the announcements have changed. We have 3 concerns: (a) where am I in the queue?, (b) the "your message is important" and referring to an "agent" is patronising and should be changed, (c) there needs to be an (unpublicised) way to cut through the messages for those in the know (ability to save money/time). Keith to discuss with Matt and feedback. Action: Keith <u><i>Completed: discussed at 20/01 PPG meeting</i></u> 3. Jean reported she is switching her repeat prescriptions to being fulfilled by ECHO (part of Lloyds Pharmacy) as they will deliver by post, thus avoiding going to Boots. Experience so far is positive. 4. Updates on local stores. Sainsbury at South Harrow has closed; will be replaced by either Aldi or Lidl. Stores (except Waitrose) on Waitrose site at South Harrow are closing and flats to be built on the site; Waitrose will remain. 5. Full PPG Meeting on Wednesday 20 January at 1330.
Tuesday 2 February	P: Keith Marshall (Chairman), Noreen Marshall, A: Sheila Hayles	<ol style="list-style-type: none"> 1. No business transacted.

Date	Present / Apologies	Important Info / Actions
Friday 19 February	P: Keith Marshall (Chairman), Sennen Chiu, Noreen Marshall, A: Sheila Hayles	<ol style="list-style-type: none"> 1. General discussions about Covid-19, vaccines, virus mutations etc. 2. Sennen reported having had his first vaccination recently at Ealing Town Hall, and was very impressed with the organisation. However he did report not having been given a vaccination card, which seems wrong. Advised to check with the Practice.
Thursday 4 March	P: Keith Marshall (Chairman), Jean Alden, Sennen Chiu, Noreen Marshall, A: Sheila Hayles, Harsha Mortemore	<ol style="list-style-type: none"> 1. Brief general discussions of Covid-19 and vaccination. 2. Keith mentioned that he was working on PPG tasks and plans for 2021-23 to present at the full PPG meeting on 17/03. He is considering possible rebranding the PPG to make it more meaningful to patients. 3. Sennen talked about how treatment for prostate cancer was a postcode lottery as different areas have different rules for drugs which may be prescribed and operations which may be performed. It appears that no-one over 75 is offered prostate cancer surgery, although this is not documented. 4. Drugs which may be prescribed are defined in the local Formulary, which restricts what NICE permits. Ours is the NW London Formulary. <u><i>This is available online at https://www.hounslowccg.nhs.uk/newspublications/publications.aspx?n=1942 (the Ealing CCG website points to this document).</i></u>
Tuesday 30 March	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles	<ol style="list-style-type: none"> 1. No business transacted.
Monday 12 April	P: Keith Marshall (Chairman), Sennen Chiu, Lyn Duffus, Noreen Marshall A: Sheila Hayles	<ol style="list-style-type: none"> 1. General discussions of Covid-19 and experiences of having second vaccination. Ealing Town Hall vaccination centre was reportedly much busier recently. Keith should find out about Dominion, Southall in the next few days. 2. It was noted that with the Practice's new phone system, when callers are queued (often for a lengthy period) they are paying for the call. 3. Keith would still welcome any feedback/input to the proposed PPG plans for 2021-23.
Tuesday 27 April	P: Keith Marshall (Chairman), Jean Alden, Lyn Duffus, Noreen Marshall A: Sheila Hayles	<ol style="list-style-type: none"> 1. General discussion ranging over blood tests, GP practices as partnerships (and the alternatives), the use of eConsult and telephone triage, why many patients still feel the need for face-to-face consultations. 2. The eight CCGs in NW London have now been officially merged into one, and Dr Parmar is the elected Chair of the new NW London CCG. 3. It was agreed that it would be interesting to have a written history of the Practice. Noreen was deputed to contact appropriate people, gather the information and write a short history. Action: Noreen

Date	Present / Apologies	Important Info / Actions
Monday 10 May	P: Keith Marshall (Chairman), Noreen Marshall A: Jean Alden, Lyn Duffus, Sheila Hayles	1. No business transacted.
Tuesday 1 June	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles	1. No business transacted.
Monday 14 June	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles, Jean Alden	1. No business transacted.
Friday 25 June	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles, Jean Alden	1. No business transacted.
Thursday 8 July	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles, Jean Alden, Sennen Chiu, Lyn Duffus	1. No business transacted.
Tuesday 3 August	P: Keith Marshall (Chairman), Sennen Chiu, Noreen Marshall A: Sheila Hayles, Jean Alden, Lyn Duffus	1. Various discussions about matters medical. 2. Sennen reported that some days ago when he was at the Practice, Reception would not make an appointment for his wife but insisted he had to phone to make the appointment. Given the current overload of phone calls this seems difficult to understand.
Thursday 20 August	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles, Jean Alden, Lyn Duffus	1. No business transacted.
Thursday 2 September	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles, Jean Alden, Lyn Duffus	1. No business transacted.
Tuesday 28 September	P: Keith Marshall (Chairman), Lyn Duffus, Noreen Marshall A: Sheila Hayles, Jean Alden	1. General discussions, including eye treatments, Western Eye Hospital and opticians 2. Noreen raised concerns with the appalling message being given in the text from the Practice when they're requesting photos for consultation. This likely some boilerplate text over which the Practice has no control.
Monday 11 October	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles	1. No business transacted.

Date	Present / Apologies	Important Info / Actions
Friday 22 October	P: Keith Marshall (Chairman), Harsha Mortemore, Noreen Marshall A: Sheila Hayles	<ol style="list-style-type: none"> 1. Discussion of the pressures on GPs and the effect it's having on access to doctors. 2. Harsha has received reports of people still encountering long waits in the phone queue, only to be cut off when they get to number 1 in the queue. Keith to raise with Matt. Action: Keith <u>13/12/2021. Raised with Matt who investigated, but cannot reproduce the problem.</u> 3. More generally people are still complaining about 40+ minute waits on the phone – forgetting that in the past they would have spent an hour calling and getting an engaged tone. Matt reported earlier in the year the Practice was handing 10,000 calls a week (up from 4,000) and with each taking an average of 6 minutes that's an untenable workload. <u>That's approx. 20 man days/week just to cover the phones!</u> 4. The best way to access the Practice is using eConsult, although the form is rather long-winded (though we understand why). Face-to-face consultation is always available if required. Phone consultation works well for us. 5. Praise for Dr Fong, her thoroughness and dedication, from Harsha. 6. Why do reception ask personal questions? So they can direct you to the right person, with the right urgency. 7. Agreed that all out GPs are excellent, although naturally everyone has their preferred GP (and nurse).
Thursday 4 November	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles, Sennen Chiu	<ol style="list-style-type: none"> 1. Lack of attendance possibly as day of week wrong in latest Monthly Update (although date was right). 2. No business transacted.
Tuesday 30 November	P: Keith Marshall (Chairman), Noreen Marshall A: Sheila Hayles	<ol style="list-style-type: none"> 1. No business transacted.
Monday 13 December	P: Keith Marshall (Chairman), Jean Alden, Noreen Marshall A: Lyn Duffus, Sheila Hayles	<ol style="list-style-type: none"> 1. General discussion about Covid Omicron, boosters, vaccination sites and restrictions; also public attitudes. 2. Update on some Practice news, particularly the rebuild of Room 7. Practice space requirements and the need to expand.