

2-Monthly Full Meeting – 16 March 2022 – Minutes

Present: Keith Marshall (Chairman), Harsha Mortemore (Vice-Chairman), Matt Edwards (Practice Manager), Paresh Virji (Practice Clinical Pharmacist), Sandip Sodha (Practice Pharmacy Technician), Jean Alden, Sennen Chiu, Lyn Duffus, Noreen Marshall
Apologies: Sheila Hayles, Rhian Ingram

1. Minutes of the Previous Meeting

1. The minutes of the 26 January 2022 meeting were agreed and signed.

2. Repeat Prescriptions & Medication Reviews

1. Paresh and Sandip were welcomed to the meeting.
2. As a new member of the Barnabas team Sandip introduced himself.
His role is to support Paresh and handle the more routine pharmacy matters such as preparing repeat prescriptions for approval.
Although he has previously worked as a Pharmacy Technician at Northwick Park Hospital, he is currently on an 18 month Pharmacy Technician training path.
Sandip emphasised that he is not a Clinical Pharmacist and was not training for the clinical skills which Paresh has.
3. Paresh was asked about “embargo dates” before which patients could not request a repeat prescription online; these dates often appear to be close (eg. within about 2 weeks) of the patient running out of drugs, which feels tight timing.
Paresh emphasised that this was designed to ensure that patients didn’t end up stockpiling excess drugs which may not be used, and thus wasted.
If it is necessary to order before the “embargo date” (for instance if going away) the patient should contact the Practice.
4. It was noted that the prescription counterfoil (white sheet) always says “You will need to book a medication review before you reorder your medication”, but that this is not always the case especially for those on annual reviews.
Matt explained that this is a simple but inflexible option in the system: it is either on or off. It will remain on to provide a general reminder.
However each medicine entry on the counterfoil says specifically when a review is due for that item; this is what patients should be guided by.
5. Keith asked if we could return to the pre-Covid idea of organising a “medicines amnesty” with local pharmacies, to encourage people to clear old medicines from their bathroom cabinet. This would apply to over-the-counter drugs as well as prescribed medication.
Although pharmacies will always accept outdated and unneeded medicines for safe disposal, there could be merit in our community pharmacies, and this group, all promoting this at the same time.
This was left with Paresh for consideration. **Action: Paresh**

6. Something on safe medicine disposal (by pharmacies) will be added to the possible contents for *Barnabas Bulletin* later in the year. **Action: Keith** Done; on the list
7. Sennen raised the point that there appears to be no record on the Practice's system of the patient having collected their medication from the pharmacy.
Practice and pharmacy systems are totally separate so this appears to be impossible.
8. Keith also commented that the patient is not alerted when the prescription is sent from the Practice (ie. approved by the doctor) to the pharmacy.
This is considered unnecessary and is not possible in the current system.
9. In response to Lyn, Matt commented that the number of patients using the online facilities had gone up from 20% to 40% during Covid, and generally increased by 1-2% of patients each month.

3. Governance Review

1. The proposed revised *Governance Document* had been circulated in advance.
2. The only significant change was the addition of Clause H.3 about Facebook group membership status.
3. The new *Governance Document* was approved, and following Keith's suggestion will be reviewed after three years, rather than the current two years. **Action: Keith** Done

4. Covid-19 Roundtable Catch Up

1. The government's data is now not reliable due to the lack of testing and there being no requirement to log tests.
The ONS study and the Zoe Covid Study now appear to be the most reliable indicators. These both show infection rates up to 5 times higher than the government's figures. Infection rates are also generally rising quite steeply.
This is thought to be due to a combination of no testing, general relaxation, vaccination protection waning, Omicron BA.2 increased infectiousness.
Matt also made the point that many people have taken their eye off Covid and are more concerned about the situation in Ukraine, which is seen as the new existential thread.
2. Vaccination rates have also stalled.
3. While there are no rules, mask wearing is still recommended, especially in indoor spaces, and still required in many healthcare settings.
It is expected that many people will continue to wear masks for the foreseeable future, as is normal in the Far East.
Lyn commented that there is a great contrast between the "don't care" attitude in London and the much more cautious approach in Edinburgh, where masks are still required and generally accepted.
4. Second booster vaccinations are being made available for over-75s and those at major risk; but no others at present.
5. The group is generally disappointed, even dismayed, that LFT will no longer be free from the end of the month, especially as many people will not be prepared to pay for them and this will further impact the reliability of available data.

5. Members Feedback / Issues

1. Harsha asked if Wadham Gardens Clinic was open for blood tests.
To the best of our knowledge it is not, but Matt and Keith promised to update everyone if there was any news. **Action: Matt/Keith** Wadham Gardens are doing blood tests on Mon, Wed, Thu mornings, but they have to be booked by the GP; there is no walk-in.

2. There was a welcome for the return of phlebotomy (blood test) sessions at the Practice two mornings a week.
Currently this is being staffed by a locum phlebotomist, who was praised by Jean for her care and attention.
3. A couple of the group commented that they had found the Receptionists to be very unhelpful on the phone.
Matt commented that if this was the person he thought, they no longer worked for the Practice.
If anyone experiences this in future, please report it to Matt at the time. **Action: All**
The Reception team discusses all such reports for learning and to improve the service.
4. It was commented that mental health referrals are currently greatly delayed as there is a two year backlog.
This is unfortunate but, as Matt commented, Covid has created a lot more cases; and the NHS is attempting to increase resources in this area.

6. 2021-23 Plan Update

1. The (hopefully) final draft of *Barnabas Bulletin* is with Matt for approval. **Action: Matt Done**
2. The "mock up" online survey and the "Your Appointment" leaflet are also with Matt for review. **Action: Matt**
3. Additional input to the "Treatment Experience Sharing" notes would be welcomed from anyone with recent experiences. Keith will email those who are known to him to have possible input.

7. Practice Updates

1. Staff Updates

- a. Dr Parmar has effectively now retired as she is on leave until the end of March.
On behalf of the group Keith had organised a "thank you" gift of a couple of bottles of Champagne for Dr Parmar; he and Noreen had a very nice phone call with her as a result.
Jean was thanked for transporting the gift to the Practice.
The group recorded a big vote of thanks to Dr Parmar and all the work she has done for us over some 32 years. We wish her a long, happy, very relaxing and well deserved retirement.
- b. Matt reported that we hope to have a new Receptionist starting in early April.

2. Room 7

Matt reported that this is now expected to be complete next week.

3. eConsult

There is no news on the possible replacement for eConsult, and the eConsult contract has been extended by three months as contenders are still being evaluated.

8. Other Group Updates

1. Keith asked if we could have one of the GPs to talk to the May or July meeting about the *Coordinate My Care* programme and end of life care.
Matt agree to ask Dr Carey if she would do this, and suggested May would be better timing due to holidays etc. **Action: Matt**
2. It was agreed that the *Local Facilities List* should be reviewed and continued. **Action: Keith Done; and reissued**

9. Matters Arising & AOB

1. Noreen has agreed with Dr Parmar that once she has recovered from retiring, she will give Noreen her thoughts on the history of the Practice. **Action: Noreen**
Noreen is also proposing to put a piece in a future *Barnabas Bulletin* to request contributions to the history from other patients. **Action: Noreen**
2. Sennen asked if he might nominate Harsha to continue as Vice-Chairman.
3. Next Full Meeting: Wednesday 18 May, 13:30 on Zoom.
Next Informal Call: Monday 4 April, 16:00 on Zoom.
Lyn gave her apologies for 4 April call.

Keith C Marshall, Chairman
31 March 2022

2022 Full Meeting Dates

| Date & Time | Zoom Details |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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=RnE4bStnQ1FHbjlrbFQ4ZE9KWEISZz09 Meeting ID: 842 1403 0722 Passcode: 652353 |
| Wednesday 16 November 13:30 | https://us02web.zoom.us/j/81745064799?pwd=cXZpN1FqTWVpKy9pelFIVlJ6Zmh5dz09 Meeting ID: 817 4506 4799 Passcode: 069999 |

2022 Informal Call Dates

- 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=VmYwODdoWGg2eTFvTlVjVlZyRmhSQ09>

Meeting ID: 727 959 4414. Passcode: 149417
