

2-Monthly Meeting [2022 AGM] – 18 May 2022 – 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 16 March 2022 meeting were agreed and signed.

2. Annual Report

1. Keith introduced the Annual Report for the year ending 31 March 2022.
2. Highlights of the year were:
 - This was another abnormal year, which curtailed our activity.
 - We committed to, and completed, a rebranding exercise.
 - Along with the rebranding we developed our website.
 - The governance document was reviewed and updated.
 - Although we have 69 registered members (including those joined to our Facebook group) we are short of active members.
 - We continue to be concerned at the lack of a GP presence at our meetings. This is being discussed with the Practice.
 - We've redesigned the Practice's newsletter, *Barnabas Bulletin*, and restarted publication.
 - Members of our Facebook group highlighted issues with the Practice's new phone system, which we hope have now been resolved.
3. Looking forward to activity in 2022-23 it is important that we do four things in addition to our normal activity:
 - Improve engagement between the group and the Practice. Discussion underway.
 - Recruit more active members.
 - Support the Practice with reopening as the pandemic hopefully recedes.
 - Start planning for the 2023-25 period.
4. Overall our drive must continue to be to help the Practice improve healthcare for all patients and to achieve some "Outstanding" results at the next CQC inspection.
5. The group expressed wholehearted thanks to everyone at the Practice for the superb care over the last year.
6. Keith thanked all our members for their involvement during the year.
7. On attracting new members, Matt agreed to send out a bulk text/email to patients to stimulate interest. This should be possible in a couple of weekends time. Action: Matt Harsha volunteered to draft a short text message for Matt to use. Action Harsha Done: sent to Keith who added contact information and sent on to Matt.
8. The Annual Report was unanimously agreed.

3. Covid-19 Roundtable Catch Up

1. Keith quickly summarised the current national position as of 2 days before the meeting.
 - Government data is known to be a significant under-count.
 - The Zoe Covid Study [and ONS] produce the most realistic data.
 - Zoe are estimating approx. 124,000 new cases a day, with approx. 1.8million currently infected (that's 1 in 35 people).
 - Case rates appear to be plateauing at this high level, and may be starting to rise again.
 - There are approx. 12,000 current cases in Ealing, up 10% on the previous week.
 - There are new sub-variants of Omicron, BA.4 and BA.5 which are rising steeply in South Africa and look to be a concern.
 - Vaccinations have effectively stalled.
2. Booster (4th) vaccinations are currently available only to over-75s and the highly compromised.
3. Mask wearing is still required in healthcare settings.
4. Matt reported that the Practice is trialling opening up the waiting area, albeit with limited capacity and the requirement to wear a mask.
5. Many previously unaffected people have recently been infected, although the current BA.2 variant seems to be no worse than a bad cold for most.
6. Lyn reported that mask wearing was now almost non-existent on the transport network, and people were no longer social distancing at events.
7. Asked about the likelihood of a combined Covid and Flu vaccine, Keith suggested that although this is known to be being worked on, it would need testing and was thus unlikely before the 2023-24 flu season. But we are sure it will come, especially if there has to be a new Covid vaccine each year as new variants arise.

4. Members Feedback / Issues

1. Lyn asked about the text which has been sent out inviting patients to sign up to the SE Asia BioBank study led by Prof. Kooner.
Matt reassured everyone that this was genuine, and that 3 text messages having been sent there will be no more.
Although this is a SE Asia study, many UK people have been invited in order to provide a European comparison cohort for the study.
Lyn wished to take part but reported there were no available appointments at the Southall centre in May. None of the other London centres are at all convenient.
Lyn was also concerned that the registration process requires a mobile number, but accepts a string of zeroes!
Matt will feedback the concerns to the project team. Action: Matt
2. Sennen reported that in his experience the phone system is much improved, with much shorter queue times.
Matt commented that call volumes were still high, and there had been recent problems with staff being off sick. However the reception process has been improved, and staff are being encouraged to switch off their phones when leaving their desk to avoid calls ringing indefinitely.

5. Practice Updates

1. Staff

The Practice is still trying to recruit another Receptionist and a Salaried GP. However in both cases the lack of candidates is being experienced by almost every practice.

2. Room 7

The rebuilt Room 7 should at last be open on Thursday 19 May. For many reasons this has been a real nightmare to complete.

3. eConsult

It has been decided at an Ealing level that eConsult will continue to be the online contact application. However the criticisms of eConsult have been listened to; major changes and simplification are planned.

4. Regular Check-ups

The Practice is soon to start texting patients needing regular check-ups (eg. for asthma, diabetes) inviting them to follow a link to book their appointment.

5. Blood Tests

Congratulations to Receptionist Tracey who has now qualified as a phlebotomist. The plan is to ease her in to do the Practice's two blood sessions a week.

6. Other Group Updates

1. Talks at Meetings

Dr Carey has agreed to talk about End of Life Care & Coordinate My Care at the July meeting.

The group would still like a talk on respiratory conditions. Matt suggested asking Nurse Henny to do this at the September meeting. Action: Matt

2. PlusBus for Health

This is a free service to enable those with mobility issues and no other transport options get to their GP appointments; the Practice have been using it for some years.

Keith reported on a recent local press report that they had spare capacity and would welcome more business.

PlusBus has to be booked by the Practice.

3. *Barnabas Bulletin*

Keith is currently preparing the June issue and awaiting content guidance from Matt.

Action Matt

Contributions and ideas for articles are always welcome.

4. Local Facilities List

This has now been updated and re-released, as requested at the March meeting.

5. Patient Experience Sharing

Keith would still like contributions to the "Patient Experience Sharing" series. Harsha and Jean have recently contributed. Action: Lyn, Noreen & others

7. Matters Arising & AOB

1. Keith has had no feedback from Paresh on the possibility of a "medicines amnesty".

2. The "Your Appointment" leaflet and mock-up online survey are still both with Matt for review. Action: Matt

3. Noreen needs to make contact (via Matt) with Dr Parmar to talk about the history of the Practice. Action: Noreen

4. Next Full Meeting: Wednesday 20 July, 13:30 on Zoom.

Next Informal Call: Wednesday 1 June, 10:00 on Zoom.

Keith C Marshall, Chairman

20 May 2022

Items in underlined italic are post-meeting updates.

2022 Full Meeting Dates

Date & Time	Zoom Details
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=cXZpN1FqTWVVPky9pelFIVlJ6Zmh5dz09 Meeting ID: 817 4506 4799 Passcode: 069999

2022 Informal Call Dates

- 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=VmYwODdoWGg2eTFvTlVlZlZyRmhSQT09>

Meeting ID: 727 959 4414. Passcode: 149417