

## 2-Monthly Meeting – 20 July 2022 – Minutes

Items in underlined italic are post-meeting updates

Present: Keith Marshall (Chairman), Harsha Mortemore (Vice-Chairman), Matt Edwards (Practice Manager), Dr Rebecca Carey (GP), Jean Alden, Sennen Chiu, Lyn Duffus, Joseph Hamilton, Noreen Marshall, Mark Turkish

Apologies: Sheila Hayles, Rhian Ingram, Bharti Sadhu

### 1. Minutes of the Previous Meeting

1. Keith welcomed everyone, and especially new members Joseph and Mark.
2. The minutes of the 18 May 2022 meeting (AGM) were agreed and signed.

### 2. Practice Updates

#### 1. *Flu Vaccinations*

The Practice expect delivery of first batch of vaccine in early September.

As last year patients will be called, in priority order – via text if possible.

Vaccination will be available to all over-50s (once the priority over-65s have been done), the “at risk” group, and all children up to and including Year 9.

#### 2. *Opening up Waiting Area*

The Practice now has the front door open, although masks are still required.

Masks are important to reduce risk to all, and especially as several staff have been infected recently, one quite severely, which impacts the service provided.

The Practice are trying to provide more face-to-face appointments.

#### 3. *Phlebotomy*

Receptionist Tracey is now doing blood clinics on Monday & Tuesday mornings.

Shaheen continues to do bloods on two further mornings; she’s trained to do children.

Expected that 4 sessions a week will continue for the time being.

#### 4. *Room 7*

This is at last completed and in use.

#### 5. *EConsult*

Additional facilities for doctors are expected to be rolled out soon; further updates are due later in the year.

#### 6. *Staff Updates*

Sandip (Pharmacy Technician) is now with us full time to assist Paresh.

Matt is interviewing for a Nurse Associate role.

Practice still wants 1 or 2 more salaried GPs and 1 or 2 more receptionists; but there are no suitable applicants.

#### 7. *Phone System*

Matt continues to work with the suppliers, and the system is improving.

Sennen pointed out that if you are in the call queue when the Practice closes at 18:30

and the phones are switched over, the caller is cut off. Matt will investigate if this can be improved. Action: Matt

Harsha noted that the phone announcement messages were still much too long. Could they be shortened please? Action: Matt

8. *Paper Medical Notes*

All patients' old paper based notes have been sent off to be digitised. (This is being done for all Ealing practices.)

The Practice expect to receive the digitised copies in 4-6 weeks – but it will be one big file per patient, but at least accessible digitally!

3. End of Life Care / Coordinate My Care

1. Dr Carey was welcomed, and all briefly introduced themselves.
2. Dr Carey talked about general approaches to End of Life Care which often arises due to existing chronic conditions.
3. There are many factors to consider ...
  - *Medical*  
Is it a question of controlling symptoms; just making the patient comfortable; quality of life considerations; working with the palliative care team.
  - *Patient's Wishes*  
To be at home; in hospital; or a hospice. What treatments do they want/not want; including resuscitation.  
Most patients choose to be at home.
  - *Family*  
What do the patient's family want; they should be involved in the decision making.
  - *Support*  
If at home, what support is required: District Nurses; Social Services; equipment (eg. hospital bed); occupational therapy; physiotherapy.
4. There is no specifically required pathway.  
The Liverpool pathway was mentioned; this applied in the very final stages; and is not now used.
5. It was reported that many hospices will only accept patients with fewer than 16 weeks life expectancy. There is no evidence this is so locally.
6. *Do Not Resuscitate Instructions*  
If visible to clinicians at the time, these should be honoured.  
They have to be formally on paper; the original cannot be on the NHS app.  
More information at <https://www.nhs.uk/conditions/do-not-attempt-cardiopulmonary-resuscitation-dnacpr-decisions/>.
7. *Power of Attorney*  
This is needed medically mostly in cases of dementia.  
They are formal legal documents and should be drawn up by a solicitor, although you can do it yourself online.  
GPs would signpost a patient (or their family) to contact a solicitor or Citizens Advice if appropriate.  
All medics would support LPA/EPA where necessary.  
Lasting Power of Attorney (LPA): Introductory information is online at <https://www.gov.uk/power-of-attorney>.  
Enduring Power of Attorney (EPA) has been superseded by LPA, although those made before 2007 may still be valid.

*There's more on the AgeUK website at <https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/power-of-attorney/>.*

8. *Coordinate My Care*

This is being superseded in London by the London Urgent Care Plan.

It is not clear how this does/will work except that as it is being developed by London Ambulance Service it seems it will be available to first responders.

*We should find out. Action: Keith*

4. GP Extended Access

1. Under the GP contract, from this coming October our Northolt, Greenford & Perivale (NGP) Primary Care Network (PCN) of 11 practices has to provide 65 hours a week of "extended access hours" appointments with GPs.

This is equivalent to 2 full-time GPs!

2. Extended hours are defined as Mon-Fri 07:30-08:00; Mon-Fri 18:30-20:00, Saturday 09:00-17:00.
3. **Barnabas Patient Voices** recently ran an online survey for the Practice asking 2000 patients for their preference for the above times.  
From just over 100 replies, 50% want Saturday, 33% want evenings.
4. The Practice are currently looking to provide every Monday & Tuesday evening plus seven Saturdays a year on rotation.
5. Alternative sessions have to be available to cover for bank holidays.
6. Appointments at these sessions will either be pre-booked or available to NHS 111.

5. Covid-19 Update and Roundtable

1. Keith summarised the present situation:
  - Zoe Health Study (run from King's College, London) is now the most reliable UK data (government reporting is known to be a significant under-count, and the ONS work is being scaled back).
  - Estimated c.325K new cases/day – which looks to be peaking
  - c.4.7M currently infected across the country – that's 1 in 14 of the population
  - c.24.8K active cases in Ealing
  - Omicron BA.5 variant is now dominant – and it appears to evade pretty much all immunity
  - Most now have little immunity as effectiveness of vaccination wears off and recent variants escape what immunity there is.
2. Most people are now ignoring recommendations to continue wearing a mask.
3. Booster vaccination is currently available to all over-75s and the immunocompromised.
4. Boosters are expected to be available to over-50s, and those "at risk", from September.
5. Lyn and others reported that infection is very variable. It can cause something cold-like, or it can completely flatten the victim for a couple of weeks, and symptoms may persist.

6. Members Feedback/Issues

1. Lyn recently had a consultation with Dr Bhatoa and two medical students, which she reported being very positive.

7. PPG Updates

1. *Membership*

The Practice recently texted all patients with an invitation to join this group.

This generated 15 new members; two were present and one had sent apologies.

2. *Talks at Meetings*

We will ask Nurse Henny to talk to the next (September) meeting about respiratory conditions. Action: Matt/Keith

3. *Barnabas Bulletin*

As usual we created the June issue for the Practice. However the text message to patients with a link to the issue failed, twice.

The next issue is September and will probably focus on the Extended Access provision. If anyone has contributions, or ideas for articles, please get in touch with Keith.

4. *Future Meetings*

Keith is keeping the possibility of returning to face-to-face meetings under review. However at this time it does not feel appropriate.

8. Matters Arising, AOB

1. *History of the Practice*

Noreen is tasked with writing a short history of the Practice.

She would welcome memories and reminiscences, especially from long-time patients.

2. Next Full Meeting: Wednesday 21 September, 13:30 on Zoom.

Next Informal Call: Monday 1 August, 14:00 on Zoom.

Keith C Marshall, Chairman

30 July 2022

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2022 Full Meeting Dates

Date & Time	Zoom Details
Wednesday 21 September 13:30	<a href="https://us02web.zoom.us/j/84214030722?pwd=RnE4bStnQ1FHbjlrBFQ4ZE9KWEISZz09">https://us02web.zoom.us/j/84214030722?pwd=RnE4bStnQ1FHbjlrBFQ4ZE9KWEISZz09</a> Meeting ID: 842 1403 0722      Passcode: 652353
Wednesday 16 November 13:30	<a href="https://us02web.zoom.us/j/81745064799?pwd=cXZpN1FqTWVPRKy9pelFIVU6Zmh5dz09">https://us02web.zoom.us/j/81745064799?pwd=cXZpN1FqTWVPRKy9pelFIVU6Zmh5dz09</a> Meeting ID: 817 4506 4799      Passcode: 069999

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2022 Informal Call Dates

- 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=VmYwODdoWGg2eTFvTIVjVIZyRmhSQT09>

Meeting ID: 727 959 4414. Passcode: 149417

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