

2-Monthly Meeting – 28 September 2022 – Minutes

Present: Keith Marshall (Chairman), Harsha Mortemore (Vice-Chairman), Matt Edwards (Practice Manager), Lyn Duffus, Noreen Marshall, Phiroze Munshi, Bharti Sadhu, Mark Turkish

Apologies: Dr Bhatoa (GP), Jean Alden, Danny Boggust, Sennen Chiu, Purminder Gandhu, Sheila Hayles, Rhian Ingram

1. Minutes of the Previous Meeting

1. Keith welcomed everyone, and especially new member Bharti.
2. The minutes of the 20 July 2022 meeting were agreed and signed.

2. 2022 MORI GP Patient Survey

1. The survey is run every year by Ipsos/MORI for NHS England (NHSE) usually during January to March; the results are published in the summer.
2. Keith presented a summary of some key results for the Practice and compared them with our Primary Care Network (PCN) and national results. (The summary slide is attached at the end of these minutes.)
3. Highlights (and lowlights) included:
 - a. 71% expressing satisfaction with their overall experience is in line with national figures, although this has fallen across the board in the last few years.
 - b. On the positive side (better than national average): 65% were satisfied with the appointment time offered; 89% said they were offered a choice of appointment; 75% were seen on time and 33% reported having an online consultation.
 - c. Negatively (worse than national average): only 42% found making an appointment easy; 72% felt they were given enough time; 33% avoided making an appointment as it was too difficult; only 18% reported ordering a repeat prescription online.
4. Matt indicated that the reported rate of repeat prescription ordering online did not tally with the Practice's data as some 45% of patients were using this facility.
5. Matt also observed that from the data he's looked at, the smaller practices were getting better results than the larger ones.
6. Matt hopes to increase the number of appointments available online, and this is starting with invitations for people needing to attend specific clinics/checkups.
7. It was observed that two reasons some patients are reluctant to use the online facilities is (a) having out-dated or inadequate computing facilities and (b) many need their hands held at least initially. This latter is something we were able to address for some when we were able to talk to patients in the waiting area.

3. Covid-19 Update and Roundtable

1. Keith summarised the present situation:
 - a. Zoe Health Study (Kings College, London) is the most up to date reporting

- b. The ONS data lags by around 2 weeks and is not as accurate as previously as they've changed their methodology.
 - c. Over last weekend Zoe were showing cases rising again
 - Around 162,000 new cases/day (it had been down at around 100,000)
 - Around 1.9m infected currently, or 1 in 35 people
 - d. BA.5 variant of Omicron still dominant; other new variants are on the horizon
 - e. Vaccination has stalled – except for boosters
 - f. Most now have very little immunity unless they've had a booster in the last 6 months
2. Most people are now not wearing masks – they don't really see the point.
 3. Booster vaccinations (mostly with bivalent vaccine) are now available to over-65s, and those "at risk". However research is lacking on effectiveness of the bivalent vaccines.

4. Members Feedback/Issues

1. A couple of members reported that if having a repeat prescription sent to a different chemist when away from home, that new chemist will be logged as the default and has to be changed back on return. This applied within England, as well as outside England.
2. A couple of members reported not having received their invitations for flu jabs. Matt thought they should have done and will check. Action: Matt
Both Paresh and Sandeep are now giving flu jabs.

5. Practice Updates

1. *Extended Access*

The Practice will be offering extended access to appointments from next week. There will be additional appointments from 07:30 each weekday; appointments between 18:30-20:00 every Tuesday; and Saturday 09:00-17:00 seven times a year. These appointments are to cover the whole of the PCN, not just Barnabas patients. Appointments must be pre-booked, and will be available to NHS 111. The first Saturday opening is on 8 October when there will also be flu and polio vaccination clinics.

2. *Opening up Waiting Area*

As previously reported this will happen gradually. It is unlikely refurbishment will be done soon as the Practice will need to apply for funding and the work may need to be part of the refurbishment of the upstairs offices. The waiting area wifi has however been improved.

3. *Staff Updates*

Matt hopes that we will have a Nurse Associate full time from early November. Both our phlebotomists are unavoidably away for the same two weeks in October. The Practice is still on the lookout for a sixth GP and an additional two receptionists. Additional staff will mean more office sharing and clinicians doing admin from home. Two of our nurses are currently off sick (one with Covid) and one of the doctors is on emergency leave. This means the Practice is struggling to provide cover.

4. *Phone System*

Matt still has it in plan to rerecord the phone system announcements and is hoping to achieve this in the next week or so. Action: Matt

5. *Paper Medical Notes*

The old paper medical notes were sent off for scanning some time back. However this has not been completed and there is no estimated completion date. Several members expressed interest in seeing their old (childhood) records.

6. PPG Updates

1. *Talks at Meetings*

Due to the workload pressure, unfortunately the long awaited talk from Nurse Henny on respiratory conditions has had to be held over again. We'll try again for the November meeting. Action: Matt/Keith

2. *Barnabas Bulletin*

The September issue is now available on our website; a link has been sent to members. The Practice website needs to be updated: the June and September issues are missing from the relevant page, and the ticker still refers to the March issue! Action: Matt
The next issue of *Barnabas Bulletin* is in December.

Any contributions, or ideas for articles, to Keith please. Action: All

3. *Future Meetings*

Keith is planning to send a short survey to members to ask their preferences for meetings in 2023. This should happen in the next few days; and Keith will bring a plan for 2023 meetings to the next meeting. Action: Keith

4. *Waiting Area Noticeboards*

Keith suggested that as the waiting area is opened up (some part) of the noticeboards could be used for a QR Code Board.

This could provide links to various websites (Practice, BPV, NHS) and other information.

A plan is needed. Action: Keith

5. *Local Facilities List*

This is shortly due for update. Action: Keith

If anyone has updates, amendments, additions etc. please let Keith know. Action: All

6. *NHS England PPG Energisers Group*

Keith is now a member of this group, which has an aim to improve the engagement between patient groups and practices, PCNs and Integrated Care Boards.

He is involved in helping draft terms of reference for the group.

Improved engagement needs to be looked at from both sides: hurdles faced by the PPGs and hurdles faced by the practices.

If anyone has good ideas about how to improve engagement generally then please let Keith know. Action: All

7. Matters Arising, AOB

1. *History of the Practice*

Noreen is has not has any responses to her request for information about the history of the Practice.

Keith suggested that Matt might look up our long-standing patients and contact them to invite their contributions to Noreen. Action: Matt

2. Next Full Meeting: Wednesday 16 November, 13:30 on Zoom.

Next Informal Call: Thursday 6 October, 18:00 on Zoom.

Keith C Marshall, Chairman

29 September 2022

2022 Full Meeting Dates

Date & Time	Zoom Details
Wednesday 16 November 13:30	https://us02web.zoom.us/j/81745064799?pwd=cXZpN1FqTWVpKy9pelFIVU6Zmh5dz09 Meeting ID: 817 4506 4799 Passcode: 069999

2022 Informal Call Dates

- 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

MORI GP Patient Survey 2022 : Barnabas

		Barnabas	NGP PCN	National
Q32	Overall experience	71%	70%	72%
Q1	Ease of making appointment	42%	58%	53%
Q2	Reception helpfulness	78%	81%	82%
Q6	Appointment time was satisfactory	65%	59%	55%
Q8	Saw preferred GP	42%	36%	38%
Q21	Experience of making an appointment	62%	59%	56%
Q27a	Was given enough time	72%	80%	83%
Q27b	Clinician listening	80%	81%	85%
Q27c	Clinician showed care & concern	74%	79%	83%
Q28	Mental health needs recognised	85%	78%	81%
Q29	Involved in decision making	85%	87%	90%
Q30	Had confidence & trust in clinician	85%	90%	93%
Q31	My needs were met?	86%	87%	91%
Q15	Offered a choice of appointment	69%	68%	59%
Q16	Satisfied with appointment offered	12%		
	No, didn't take	13%		
	No, took anyway			
	Yes, accepted	75%	71%	72%
	Early	5%	8%	6%
	Late	19%	23%	25%
Q25	Seen on time	75%	69%	69%
	On time	11%	9%	8%
	No time	11%	9%	8%
Q33	Why did you avoid making an appointment	33%	25%	27%
	Too difficult	5%	12%	20%
	Worried about NHS burden	12%	13%	12%
	Risk of Covid	3%	7%	9%
	Another reason	9%	16%	17%
Q3	Online services used	19%	22%	21%
	Book appt online	33%	22%	22%
	Online consultation	18%	24%	31%
	Order repeat prescription			