

## 2-Monthly Meeting – 16 November 2022 – Minutes

*Text in underscored italic is post meeting information*

Present: Keith Marshall (Chairman), Matt Edwards (Practice Manager), Sennen Chiu, Joe Hamilton, Noreen Marshall, Bharti Sadhu

Apologies: Jean Alden, Danny Boggust, Lyn Duffus, Sheila Hayles, Rhian Ingram, Mark Turkish

### 1. Minutes of the Previous Meeting

1. Keith welcomed everyone.
2. The minutes of the 28 September 2022 meeting were agreed and signed.

### 2. 2023 Meeting Plans

1. There had been 12 responses to Keith's quick survey of members which had asked for input on meetings for 2023.  
The slides are attached at the end of these minutes; they contain more detail.
2. In summary members wish to continue with Zoom calls and 2-monthly meetings (as now), but we should keep in-person meetings under review.  
The majority vote was also to continue with the monthly informal calls.
3. As to fixing day and time of meetings, this is a challenge as there is little consensus on preferred timing.  
Evening meetings are effectively a non-starter as they would mean it unlikely there would be a GP or Practice Manager presence; also the Medical Centre would not be available for any in-person meetings.
4. As a result Keith proposed "Compromise 2" in the right column of slide 3.
5. Matt suggested that the meeting proposed for Thursday 18 May at 17:00 be moved to Saturday 20 May at 11:00 as an in-person meeting at the Practice, and that the Practice would combine this with a coffee morning for patients and carers. The AGM could then be in July.  
Matt suggested that this might recruit a few new members as they could see, and be part of, our meeting.  
This was agreed.  
*On reflection after the meeting there is value in keeping the AGM as this May meeting – that way any non-members present will get to see not just the group meeting, but also what we have done over the preceding year.*
6. The informal call dates will then rotate between Thursday 10:00, Tuesday 12:00 and Monday 17:00, as shown bottom right on the final slide below.
7. *Meeting dates for 2023 are at the end of these minutes. Please add them to your 2023 diary.*

### 3. Covid-19 Update and Roundtable

1. The current estimate is that around 1 in 30 people still have an active Covid infection, and a similar number have Long-Covid.
2. The variants BQ.1 and BQ.1.1 are now dominant.
3. There are other new variants around, and variant XBB is an especial concern although it accounts for only 1% of UK cases at present.
4. Vaccination has largely stalled, except for boosters.
5. Most people probably now have little immunity.
6. Polio booster vaccinations for children were also mentioned. Apparently the take-up across London is in the region of just 25%.
7. Hospital, ambulance and A&E waiting times are still increasing, which is a worry.

### 4. Members Feedback/Issues

1. Keith commented on the excellence of Dr Carey in treating his recent, rather nasty, cellulitis infection, and keeping him out of hospital.

### 5. Practice Updates

#### 1. *Extended Access*

The Extended Access is working well.

The Practice's next Saturday opening is 10 December, and these appointments are already well booked – as are the mornings and Tuesday evenings.

#### 2. *Staff Updates*

The Practice has recruited three additional members of staff:

- Nurse Associate: Palvi Kumari (started earlier this month and works Mon, Tue, Thu, Fri).
- Receptionist (mornings): Samanta Sivi-rey (due to start before the end of November).
- Receptionist (afternoons): Anneka Farquharson (started very recently and is currently doing induction training).

The receptionist appointments should help to reduce the phone queues.

Matt also hopes to have a couple of locum GPs, including Dr Agrawal who worked for the Practice previously. Cover will be needed as Dr Carey is shortly off on maternity leave.

Matt made the point that recruiting is very difficult. The NHS currently has over 8,000 doctor vacancies and 13,500 nurse vacancies. Qualified GPs are choosing locum work over being salaried GPs; partnerships are unattractive, not least because of the clinical and financial risk involved.

#### 3. *Phone System*

Matt hopes to have the new phone messages installed in the next week.

He continues to talk regularly with the telephony team, and receptionists, to try to find further improvements.

#### 4. *Text Messaging*

The previous MJOG system has now been discontinued (due to cost).

The SystmOne clinical system has been improved to more easily allow the Practice to communicate with patients via text message or email.

#### 5. *Waiting Area*

Matt reported that the waiting area is getting busier, although it may never return to its previous level of use.

The Practice is gradually also providing more face-to-face appointments.

6. PPG Updates

1. *Talks at Meetings*

The talk from Nurse Henny on respiratory conditions was not scheduled for this month due to Keith's recent illness.

Workload is expected to be high in January, so the March meeting may be the next sensible opportunity. Action: Keith

2. *Barnabas Bulletin*

Keith is working on the next issue which is due out in December.

Keith & Matt to discuss content at their update meeting on 24/11. Action: Keith/Matt  
Contributions and ideas for content are always welcome.

Matt has had an issue loading the June issue of *Barnabas Bulletin* on the Practice website. As this may be a capacity problem Keith suggested that Matt link to the back numbers on our website at <https://barnabasvoices.org.uk/barnabas-bulletin-back-numbers/>, and keep only the most recent two or three issues on the Practice website.

Action: Matt

3. *2023-2025 Plan*

Keith is beginning to think about the group's plan for the next two years (beginning 1 April 2023).

Keith will probably run a short survey to elicit input from members (watch this space!).

Action: Keith

Keith's intent is to bring a draft plan to the March meeting. Action: Keith

4. *Noticeboards QR Codes*

The last meeting agreed that a board of links via QR Code be created for the waiting area.

Keith and Matt to discuss at their update meeting next week. Action: Keith/Matt

Ideas on what to include would be appreciated. Action: All

5. *Local Facilities List*

This is due for update. Action: Keith

Updates, amendments, additions etc. please let Keith know. Action: All

6. *London's Air Ambulance*

LAA are campaigning to raise £15million to replace both their helicopters by 2024, by when the planes will be expensive and difficult to maintain due to their age.

Anyone who wishes to contribute can do so via the LAA website,

<https://www.londonsairambulance.org.uk/>.

7. Matters Arising, AOB

1. *History of the Practice*

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

Matt will look at approaching our long-standing patients, as well as Theresa Fitzgerald and Dr Parmar. Action: Matt/Noreen

2. *Next Full Meeting: Tuesday 17 January, 10:00 on Zoom.*

Next Informal Call: Monday 5 December, 12:00 on Zoom.

Keith C Marshall, Chairman

18 November 2022

Zoom Link for All Calls

<https://us02web.zoom.us/j/7279594414?pwd=VmYwODdoWGg2eTFvTlVjVlZyRmhSQT09>

Meeting ID: 727 959 4414

Passcode: 149417

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2022 Informal Call Dates

- Monday 5 December, 12:00

*All meetings on Zoom (see above).*

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2023 Meeting Dates

- Tuesday 17 January, 10:00
- Wednesday 15 March, 13:00
- Saturday 20 May, 11:00 [AGM]  
This is planned to be an in-person meeting at the Practice to coincide with a Practice coffee morning. This meeting will be the AGM.
- Tuesday 18 July, 10:00
- Wednesday 20 September, 13:00
- Thursday 16 November, 17:00

*All meetings on Zoom (see above) unless noted otherwise.*

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2023 Informal Call Dates

- Thursday 26 January; 10:00
- Tuesday 21 February; 12:00
- Monday 27 March; 17:00
- Thursday 27 April; 10:00
- Tuesday 30 May; 12:00
- Monday 26 June; 17:00
- Thursday 27 July; 10:00
- Tuesday 29 August; 12:00
- Monday 25 September; 17:00
- Thursday 26 October; 10:00
- Tuesday 28 November; 12:00
- Monday 18 December; 17:00

*All meetings on Zoom (see above).*

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Slides from Item 2. 2023 Meeting Plans

## Barnabas Patient Voices : 2023 Meetings (1/3)

Responses received: 12

How to Hold Meetings	Votes
<b>Video Call (as now)</b>	<b>10</b>
In Person	7
Teleconference	3

How Often to Meet	Votes
<b>2-Monthly (as now)</b>	<b>9</b>
Quarterly	2
Monthly	1
6-Weekly	1

### Informal Calls

- 7 votes to continue monthly calls
- 3 votes for discontinuing calls

### Conclusions

1. Continue with 2-monthly meetings
2. Continue with calls over Zoom ...
3. ... but keep in person meetings under review
4. Continue monthly informal calls (but only if regularly attended)

## Barnabas Patient Voices : 2023 Meetings (2/3)

### Full Meeting Day & Time Preferences

6 Votes	5 Votes	4 Votes
<b>Monday, 17:00-19:00</b> <b>Wednesday, after 19:00</b> <b>Thursday, 17:00-19:00</b>	Mon, Tue, Wed, Thu, 09:00-12:00 Tue, Wed, Fri, 17:00-19:00 Tue, Thu, after 19:00	Monday, after 19:00 Tue, Wed, 12:00-14:00 Fri, Sat, 09:00-12:00

### Challenges & Conclusions

1. Preference groups (above) don't overlap well, so there is no one good answer
2. Need to pick a day/time from each preference group for maximum inclusion
3. Teatime & evening meetings make it very unlikely a GP or Matt can attend – which is effectively a veto given our wish for greater Practice presence at meetings
4. Practice premises not available if we ever have evening in-person meetings – and it'll be hard to book anywhere else
5. Maximum inclusion means rotating days, or having an evening meeting
6. No reason not to continue with 3<sup>rd</sup> week of January, March, May, July, September, November
7. But it's all going to be a compromise!

## Barnabas Patient Voices : 2023 Meetings (3/3)

### Proposed Schedule : 2-Monthly Meetings

<b>Ideal Schedule</b> 3 <sup>rd</sup> Wednesday of odd months	<b>Compromise 1</b> Keep 3 <sup>rd</sup> Wednesday of odd months	<b>Compromise 2 (Preferred)</b> 3 <sup>rd</sup> Tue, Wed, Thu of odd months
Wednesday 18 January, 10:00 Wednesday 15 March, 13:00 Wednesday 17 May, 19:30 [AGM] Wednesday 19 July, 10:00 Wednesday 20 September, 13:00 Wednesday 15 November, 19:30	Wednesday 18 January, 10:00 Wednesday 15 March, 13:00 Wednesday 17 May, 17:00 [AGM] Wednesday 19 July, 10:00 Wednesday 20 September, 13:00 Wednesday 15 November, 17:00	Tuesday 17 January, 10:00 Wednesday 15 March, 13:00 Thursday 18 May, 17:00 [AGM] Tuesday 18 July, 10:00 Wednesday 20 September, 13:00 Thursday 16 November, 17:00
<b>Evening meetings effectively vetoed</b>	<b>Doesn't accommodate top group ... ... but keeps the same day of week</b>	<b>Accommodates all groups ... ... at expense of rotating days</b>

best coverage

<b>Informal Calls (best coverage)</b>	
Alternate last Tuesday & Thursday	
<b>Tuesday; 10:00</b>	<b>Thursday; 17:00</b>
21 February	26 January
25 April	30 March
27 June	25 May
29 August	27 July
31 October	28 September
19 December	30 November

best coverage

<b>Informal Calls (best coverage)</b>		
Alternate last Mon, Tue, Thu		
<b>Thursday; 10:00</b>	<b>Tuesday; 12:00</b>	<b>Monday; 17:00</b>
26 January	21 February	27 March
27 April	30 May	26 June
27 July	29 August	25 September
26 October	28 November	18 December