

Open Meeting – 17 January 2023 – Minutes

Text in underscored italic is post meeting information

Present: Keith Marshall (Chairman), Harsha Mortemore (Vice-Chair), Angela Hemingway (Practice Office Manager), Jean Alden, Joe Hamilton, Noreen Marshall, Phiroze Munshi, Bharti Sadhu, Ewa Siwec

Apologies: Matt Edwards (Practice Manager), Sennen Chiu, Lyn Duffus, Rhian Ingram, Mark Turkish

1. Minutes of the Previous Meeting

1. Keith welcomed everyone.
2. The minutes of the 16 November 2022 meeting were agreed and signed.

2. Practice Updates

1. *Staff Updates*

The two new receptionists reported at the last meeting are now in place.

Dr Carey is now on maternity leave. There is no news.

2. *Phone System*

There continue to be queues on the phones. This is largely down to the extra time required to triage patients to determine the best approach to giving an appointment.

The additional receptionists will help as they get up to speed. There are often four receptionists handling the phones, and not just the one or two visible in reception.

3. *eConsult*

eConsult was updated in December to make the forms more user friendly. Harsha felt this was not the case, but would check and provide feedback. **Action: Harsha**

However many are still unable to access eConsult via the Practice website; Keith had noticed unavailability in the afternoons. Angela will check with Matt. **Action: Angela**

3. 2023-2025 Plans

1. Keith had 16 responses to his survey asking members what they wished the 2023-2025 plan to contain, and he briefly summarised the responses to each question.

[The slides are attached at the end of these minutes.]

2. The result is that our focus during the next period needs to be on patient needs and expectation, especially with respect to improved access to services.
3. This needs to be turned into a workable plan which is not just us continually complaining and making unachievable requests, but which allows us to work constructively with the Practice to make improvements.

All are requested to contact Keith in the next few weeks with ideas for how to turn this into a workable plan. **Action: All Members**

4. Keith expects to discuss the draft plan with Harsha (as Vice-Chair) and bring the draft to the next meeting on 15 March. **Action: Keith**
5. Keith will also follow up with those who volunteered to do things for the group. **Action: Keith**
6. One suggestion is to make a regular column in *Barnabas Bulletin* to answer general questions (for example: "Should I be taking vitamin supplements?").
7. A group diabetic clinic is planned for 25 February and relevant patients will be informed once the details are confirmed.
The group should support these sessions, if appropriate.

4. Local Facilities List

1. Keith has completely revised and reformatted the *Local Facilities List*.
[A summary of the changes is in the slide at the end of these minutes.]
2. Possible additions were discussed:
 - The 112 and 911 phone numbers
 - Soup kitchens
 - Warm spacesAngela offered to provide a "Coping with Cost of Living" leaflet. **Action: Angela Done**
Keith will look at these and include whatever is appropriate. **Action: Keith**
3. It is hoped to release the new version of the list in the next week or so. **Action: Keith**

5. Members Feedback/Issues

1. Ewa was concerned at the difficulty she had recently booking an appointment, and several members commented that there do seem to be mixed messages coming from reception (in person and on the phone).
Ewa was also concerned that her medical records were incomplete.
Angela explained that there are waits of several weeks for routine appointments with specific doctors; this is largely due to the extra time needing to be spent by doctors on telephone triage, and that all the locum GPs are doing only "on the day" appointments.
Angela will call Ewa after the meeting to discuss her specific concerns. **Action: Angela**
2. It was noted that Barnabas have more patients per GP (approx. 2200) than the national average.
3. One idea which has been in the current plan is for a suggestion box in the waiting area. This could be managed by the group in order to remove the burden, and abuse it generates, from Practice staff; a summary of the substantive comments could then be provided regularly to the Practice.
This would need to be carefully managed to ensure, *inter alia*, (a) repeat prescription requests go in the correct box, and (b) confidentiality is respected.

6. PPG Updates

1. *Talks at Meetings*
The talk from Nurse Henny on respiratory conditions was being planned for March; however Henny will be away then. Keith will discuss a suitable opportunity with Matt.
Action: Keith
If sessions can be arranged far enough in advance they could be advertised more widely to patients. **Action: Keith**

2. *Barnabas Bulletin*

The next issue is due out in March.

If members have suggestions for articles, or can even provide articles, then please contact Keith. **Action: All Members**

The *Barnabas Bulletin* page on the Practice website still needs tidying up. **Action: Matt**

3. *Practice Manager Discussion*

Keith and Harsha were due to meet Matt on 18/01 to discuss a number of projects (QR Code Pod, Patient Surveys etc.). This has however had to be cancelled as Matt is currently away sick. It will be rearranged once Matt is back at work. **Action: Keith**

7. Matters Arising, AOB

1. Next Open Meeting: Wednesday 15 March, 13:00 on Zoom
Next Informal Calls: Thursday 26 January, 10:00 on Zoom
Tuesday 21 February, 12:00 on Zoom

Keith C Marshall, Chairman
18 January 2023

Zoom Link for All Calls

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

Meeting ID: 727 959 4414

Passcode: 149417

2023 Meeting Dates

- 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
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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
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Slides from Item 3. 2023-2025 Plan

Barnabas Patient Voices

2023-2025 Plan : Survey Results (1)

Q1. What do you think it is most important for BPV to ask the Practice to do?

Remove the long queues when phoning the Practice	15
Provide more appointments	13
Provide more face-to-face appointments	10
Provide more blood test appointments	10
Make it easier to always see your preferred GP/nurse	8
Provide more evening and/or Saturday opening	6
Recruit more permanent doctors	5
Provide walk-in clinics	4
Be more open about future plans	4
Fully reopen the waiting area	3
Provide video consultation	3
GP to always attend BPV 2-monthly meetings	3
Make more use of BPV members' professional skills	2
Refurbish the waiting area	1
Restore the magazines & book exchange in waiting area	1
Reorganise & reduce notices on reception's glass panels	1
Put a simple seat outside front door	1
Send a text/email to patients 2 or 3 times a year to remind them about BPV	1
Be able to book appointments online	1
More discussion & support groups for specific common conditions	1
Extend the building to provide more space	0
Run regular coffee mornings to help make the Practice more approachable	0
Engage BPV early in planning of new services & facilities	0

The top 8 (highlighted) items are all about improving access

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Barnabas Patient Voices, 2023

Barnabas Patient Voices

2023-2025 Plan : Survey Results (2)

Q2. Overall where should BPV focus its efforts?

	Most Important	Important	Neutral	Not Important	Least Important
Improve understanding of what patients want	11	4			
Engaging with Practice so concerns are addressed quicker	9	6			
Making Practice more approachable for patients	9	4	2		
Bridging the gap between what patients want and what Practice wants	8	7			
Improve understanding of what the Practice wants	7	8			
Discussing future developments with the Practice	5	9	1		
Improving BPV engagement with the Practice	2	12	1		
Improving Practice's CQC rating	1	12	1		1

The top items are mostly about patient needs and expectations

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Barnabas Patient Voices, 2023

2023-2025 Plan : Survey Results (3)

Q3. Are there other areas where you think we should focus our efforts?

Each of the following was mentioned once:

- Make ordering of prescriptions simpler especially the ones not ordered frequently
- More receptionists so less phone queuing & more appointments
- Telephone system
- Easing the triage by phone system
- Prompt responses to patient emails
- Reduce waiting times
- Enable communication electronically – email or securely through app/website messaging system
- Setting up contact groups to support common specific groups, eg. weight, diabetes, dementia – and better inform on what the practice can provide
- Making meetings more meaningful & useful

All these are aspects of improving access

2023-2025 Plan

FOCUS for 2023-2025:

Patient needs & expectations, especially IMPROVED ACCESS

How do we turn this into a workable plan?

A plan which is not just us continually moaning at the Practice because we want more

A plan which allows us to work constructively with the Practice to make improvements

All ideas and comments welcome!

2023-2025 Plan : Survey Results (4)

Q4. What will you volunteer to do for BPV?

Attend our meetings	9
Contribute to our "Treatment Experiences" series	8
Write/edit information leaflets	3
Write for the Practice's newsletter "Barnabas Bulletin"	2
Edit "Barnabas Bulletin"	2
Manage our website	2
Manage/moderate our Facebook group	2
Organise & run meetings	1
Contribute to supply & running of the Book Exchange	1

**From 16 responses that is encouraging
Follow-up required**

Slides from Item 4. Local Facilities List

Local Facilities List : Update

- **Updated, revised & reformatted**
- **Removed:**
 - Opening hours – they vary too much
- **Added:**
 - Web links & email (where available)
 - Utility emergency numbers
 - Petrol stations
 - Podiatrists
 - Important council services
 - Citizens' Advice
- **Major sections:**
 - Emergency Services
 - Utility Emergencies
 - Medical Care
 - Local / Government Services
 - Personal & Legal Services
 - Mail & Money
 - Food & Other Retail
 - Faith & Worship
- **Comments before release?**