

Open Meeting – 15 March 2023 – Minutes

Text in underscored italic is post meeting information

Present: Keith Marshall (Chairman), Matt Edwards (Practice Manager), Jean Alden, Noreen Marshall, Phiroze Munshi, Ewa Siwiec, Mark Turkish

Apologies: Harsha Mortemore (Vice-Chair), Sennen Chiu, Lyn Duffus, Joe Hamilton, Rhian Ingram, Bharti Sadhu

1. Minutes of the Previous Meeting

1. Keith welcomed everyone.
2. The minutes of the 17 January 2023 meeting were agreed and signed.

2. Draft 2023-2025 Plan

1. Keith outlined the draft plan for the next two years.

2. Plan is in three sections:

- Support Practice
- Patient Needs & Expectations
- Group Activity & Governance

3. It is based on:

- Members' feedback
- Keith & Harsha ideas
- Discussion with Matt
- Previous plan

4. The status flags have been redefined to be clearer

5. The significant new items are

- Focus on relationship & teamwork with Practice
- Patient expectations
- Areas patients want addressed
- Member recruitment

6. The plan was approved.

The approved plan can be found on the group website at

https://barnabasvoices.org.uk/wp-content/uploads/2023/03/Plan_2023-2025.pdf

3. Members Feedback/Issues

1. Ewa remains concerned at length of queues when phoning the Practice, and especially the variability in queue time.

Unfortunately it is hard to staff for such variability: either you never have enough people available or there are too many and they're underoccupied.

Matt explained that before Covid the average call duration was around 1 minute; it is

now in the 5-10 minute range. This has a huge impact on reception and call queues. In addition the Practice is still one receptionist down and trying to recruit.

2. Jean asked about face-to-face appointments.

Yes, they are happening, and availability is being increased as/when possible.

Matt explained that, as an example, today there are around 30 doctor and 20+ nurse face-to-face appointments.

4. Practice Updates

1. *Staff Updates*

As above, the Practice is still trying to recruit a receptionist.

Dr Carey and her 2 month old son, George, are reported to be very well.

Dr Kooner is doing extra minor surgery on Tuesday evenings to help clear the backlog.

The Practice currently has four regular GPs, and three locum GPs.

2. *eConsult*

Currently eConsult is available only between 08:00 and 14:00 in order to manage workload.

This is not ideal and the desire is to open up the facility for the whole of normal working hours; it is hoped to achieve this when the new Practice website is available (see below).

3. *Practice Website*

The current (centrally held) Practice website contract expires at the end of this month. It was announced in January that the contract would not be renewed.

This means a new website is being built, managed by the PCN.

The new site will be fairly rudimentary at first as it is having to be built very quickly; however it is expected to be developed over the coming months.

Keith has asked, via Matt, for us to have some input to the design of the PPG area on the site. Matt to advise, please. **Action: Matt**

5. PPG Updates

1. *GP Contract 2023-2024*

Thanks to Sennen for the alert on this.

Keith outlined some of the key changes to the GP Contract which may affect patients. Specifically:

- Almost all funding changes now seem to be given to PCNs; it is not clear how the money flows down to practices
- Commitment to a recovery plan for General Practice (announcement soon)
- Goal of improving patient experience & satisfaction
- "Patients should be offered an assessment of need, or signposted to an appropriate service, at first contact with the practice. Practices will therefore no longer be able to request that patients contact the practice at a later time."
- Patients must be able to access new health information on their records by 31 October 2023 at latest. [Exceptions apply]

There was a general feeling of scepticism over how much of this is (a) new, and (b) will/can be achieved.

2. *Meetings*

Noreen suggested that the long-delayed talk on respiratory conditions be postponed to the September meeting as this is more important during the winter. **Action: Keith**

The group should consider if we wish to have a (20 minute?) talk at every meeting.

It has also been suggested that there is a need to make the meetings more useful. All ideas would be welcomed, please. **Action: All Members** We will return to this in future discussions

Matt suggested that at the next meeting (our AGM) one or more members should talk briefly about their treatment experiences (eg. knee replacement). Keith to organise.

Action: Keith

3. *February Meeting with Matt*

Keith and Harsha had a very useful meeting with Matt on 15 February.

Amongst the items discussed were: QR code pod for the waiting area noticeboards; patient surveys; the *Your Appointment* leaflet. All are with Matt for action. **Action: Matt**

4. *Online Services Training Session*

One item from the plan is to develop a training session for all patients on accessing and using the various GP/NHS online services. This needs to be designed and written.

Action: Keith

Matt pointed out that there were various videos on YouTube which may be helpful.

Keith to investigate. **Action: Keith**

He also suggested that we may make our own video.

5. *Barnabas Bulletin*

The March issue was published earlier this month and is on our website. Link:

<https://barnabasvoices.org.uk/wp-content/uploads/2023/03/BB34.pdf>

Matt hopes to get a text message out to patients this coming weekend. **Action: Matt**

All ideas and contributions for articles in the June issue would be welcomed by Keith.

Action: All Members

6. *Local Facilities List*

The January update to the *Local Facilities List* is on our website. Link:

https://barnabasvoices.org.uk/wp-content/uploads/2023/02/Local_Facilities_202301.pdf

Keith would like to find a better name for this; suggestions please. **Action: All Members**

7. *BPV Website*

Keith has revamped the navigation bar on the website.

6. Matters Arising, AOB

1. *AGM*

The next meeting is our AGM on Saturday 20 May, it is scheduled as an "in person" meeting at the Practice, to coincide with a scheduled Saturday opening and a coffee morning.

Keith to follow up on the details with Matt. **Action: Keith**

2. *Next Open Meeting*

- Saturday 20 May, 11:00 at the Practice

3. *Next Informal Calls*

- Monday 27 March, 17:00 on Zoom
- Thursday 27 April, 10:00 on Zoom

Keith C Marshall, Chairman

16 March 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

- 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

- 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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