

Open Meeting & AGM – 20 May 2023 – Minutes

Text in underscored italic is post meeting information

Present:, Dr Bhatoa (GP Partner), Sennen Chiu, Matt Edwards (Practice Manager), Sheila Hayles, Rhian Ingram, Keith Marshall (Chairman), Noreen Marshall, Harsha Mortemore (Vice-Chair), Phiroze Munshi, Bharti Sadhu, Ewa Siwiec
Apologies: Jean Alden, Lyn Duffus, Joe Hamilton, Mark Turkish

1. Welcome

1. Keith welcomed everyone to the first in person meeting for over three years.
2. Everyone briefly introduced themselves.

2. Minutes of the Previous Meeting

1. The minutes of the 15 March 2023 meeting were agreed and signed.

3. Annual Report 2022-2023

1. Keith introduced the Annual Report for the year 2022-23 and highlighted:
 - This was again a year of marking time
 - Membership up mostly thanks to the Practice promoting the group to patients via a text message
 - This meant that there were also a few new faces attending meetings at least occasionally
 - Website & Facebook group are being regularly updated
 - Local Facilities List continues and is being updated a couple of times a year
 - The Members' Monthly Update also continues
 - We have continued to publish *Barnabas Bulletin* for the Practice
2. Looking forward, Keith highlighted:
 - A desire to make our Open Meetings more useful
 - We must continue to champion patient concerns
 - *Barnabas Bulletin* should also continue, although a permanent Editor would be welcomed
 - We should continue to work with the Practice with the aim of achieving some "outstanding" ratings at the next CQC inspection.
3. Matt thought a CQC inspection was unlikely until 2024.
4. Keith recorded thanks to everyone at the Practice for another year of excellent care.
5. Sennen proposed a vote of thanks to the current officers for their work during the year; this was unanimously agreed.
6. The Annual Report was unanimously agreed.

4. Election of Officers

1. The group's officers require to be elected to serve for the next two years.
2. *Chairman.* In the absence of other nominations or volunteers, Keith was unanimously asked to continue as Chairman.
3. *Vice-Chairman.* Keith proposed Harsha should continue as Vice Chairman, and this was unanimously agreed.

5. Trials & Treatments

1. This was an open discussion on clinical trials and experiences, led by Keith and Sheila.
2. Fortuitously this was International Clinical Trials Day.
3. Sheila started by talking about her experience of being on the clinical trial of a new drug (developed by Apellis) for macular degeneration.
 - Much of Sheila's experience is already documented on the group website at https://barnabasvoices.org.uk/wp-content/uploads/2023/02/HT_Macular_Degeneration_2.pdf, so will not be repeated here.
 - Sheila emphasised that taking part in drug trials is not something to be undertaken lightly. In her case the trials had required her to attend Central Middlesex Hospital for one full day a month for five years.
 - She also commented that although the injection into her left eye was initially pain-free (due to local anaesthetic), it had recently become more painful possibly due to needing an increased dose of anaesthetic.
4. Keith talked about his experience of the ASCEND trial.
 - ASCEND (run from Oxford) had run for quite a number of years (Dr Bhatoa recalled this was through several phases); Keith was involved for around 7 years starting in 2010.
 - The study looked at the effects of Omega 3 oils and aspirin on cardiovascular events in diabetics. It eventually showed that both treatments provided small gains.
 - The study asked participants to take a capsule of oil and an aspirin tablet (or a placebo; supplied) each day.
 - As the trial was double blind, Keith didn't know whether he was taking the real compounds or a placebo – although one phlebotomist said that he thought Keith was taking aspirin from the way his blood flowed.
This also proved amusing as phlebotomists always ask if taking aspirin or anticoagulants; Keith always had to say "don't know" and then explain the study.
 - The study asked participants to complete a detailed questionnaire on their health every few months. They also requested permission to access the GP's records to obtain details of any cardiovascular events.
 - By comparison with Sheila's experiences this was rather boring as it was an observational study of known compounds, done entirely at home, rather than the trial of something totally new.
5. Ewa too had experience of a number of observational studies, and mentioned especially the COVIDENCE study tracking the effects of Covid-19 on mental health.
Keith has also been a part of COVIDENCE, and several other Covid-related studies. He is also contributing to the PREDICT-PD study looking at possible early symptoms predictive of Parkinson's Disease. All these require online questionnaires or exercises tracking reaction times etc.

6. Members asked about how to find out about trials. Sometimes patients are put forward by GPs if they fulfil requested criteria. Sometimes studies advertise. There are also a number of websites (and newsletters) which list available trials; Keith to find and circulate some of them. Action: Keith *A selection of the websites is listed at the end of these minutes and will be added to the group's website*
7. Keith also outlined the reasons why it can take 10-15 years to get a new drug to market, and why it often costs multiple billions. He is writing a 2-part article on this for *Barnabas Bulletin*.

6. Practice Updates

1. Staff Updates

- The Practice is still trying to recruit another receptionist.
- Although additional clinicians would be welcomed, the Practice has significant space constraints.

2. Flu Vaccinations

- The supply of next winter's flu vaccine is expected in early September.

3. Appointments & Consultations

- Dr Bhatoa emphasised that the number of face-to-face appointments was gradually being increased, especially where this was thought beneficial (eg. for children).
- In terms of remote consultation, the Practice's experience is that video consultation is less than ideal, at least in part due to the video system the NHS is required to use. In this context photographs (with telephone calls) are generally better than video.
- Although it has been improved, everyone still feels eConsult is too clunky and onerous. There are better systems available, but the Practice, like all those in Ealing, is constrained to use eConsult.
- Booking appointments online is being made available for specific clinics and nurse appointments where it is possible to invite specific groups of patients (eg. for diabetic or asthma check-ups) to book online.
- SystmOne (who supply the clinical system) are supposed to be implementing a facility to triage patients as part of an online appointment booking facility; however this is still not available.

7. PPG Awareness Week

1. This year PPG Awareness Week runs Wednesday 31 May to Tuesday 6 June, inclusive.
2. The plan is to publish the June issue of *Barnabas Bulletin* that week. Action: Keith/Matt
3. There were no further suggestions for group activity during PPG Awareness Week.

8. Members Feedback/Issues

1. Phiroze pointed out the latest NHS plan for pharmacies to treat minor ailments and to take blood pressure readings. It was suggested that this is featured in *Barnabas Bulletin*. Action: Keith *Done*
2. Matt pointed out that if a patient has a grievance (especially if it is to do with reception) then the patient should simply email asking for a call-back. Matt is required to respond to complaints within 24 hours.
3. A couple of members highlighted that reception have promised them a call-back, but this has never happened. One at least was concerning a blood test. Discussion suggested that something in the system was not working correctly. Matt was asked to look into this. Action: Matt

4. The question of callers who are in the queue being cut off when the phones switch to "closed" mode was mentioned. This has been raised with the suppliers but the only response has been that this shouldn't happen.
5. Sennen commented that, unlike others, his experience of phoning the Practice has been good. It was suggested that calling at lunchtime might be advantageous as it is likely to be quieter.
6. Ewa raised the problem of ear wax removal. GPs (ours?) are thought to be prescribing antibiotics too frequently, especially for children, without a face-to-face consultation. Nurses are not now permitted to syringe ears. In consequence there has to be a referral to Audiology for suction cleaning – or many patients are deciding to go privately.

9. Other Group Updates

1. *Making Meetings More Useful*

- One respondent to a survey in late 2022 asked that meeting be made more useful. However it is not known which member this was, what they actually meant, or want. Thoughts and ideas are welcome. Action: Members
- Harsha asked if we could have talks at meetings on
 - Do Not Resuscitate (DNR) especially how it relates to Lasting Power of Attorney (LPA)
 - MenopauseKeith will look at arranging. Action: Keith
- It was generally felt that face-to-face meetings, although longer, were much better and more useful than Zoom calls. Keith and Matt will discuss how to return to in person meetings. Action: Keith/Matt

2. *Healthwatch Ealing Patient Experience Report (10-12/2022)*

- This report has been released recently.
- Across Ealing the results for GP practices were ...
 - Getting an appointment. Very or Fairly Easy: 62%
 - Getting through on the phone. Very or Fairly Easy: 62%
 - Quality of telephone consultations. Excellent or Good: 61%
 - Staff attitudes. Excellent or Good: 71%
 - Quality of treatment & care. Excellent or Good: 80%
- For our local (NPG) Network the top three positives were ...
 - Staff attitudes
 - Quality of Health Professionals
 - Appointment availabilityand the top three negatives ...
 - Appointment availability
 - Getting through on the phone
 - Quality of telephone appointments
- Data was not available at a practice level.

10. Matters Arising, AOB

1. *History of the Practice*

- Noreen has not made progress with the history of the Practice, in large part because no-one has been forthcoming with recollections.
- Several members made comments about the history and were asked to drop them in a note to Noreen. Action: Members

2. *Next Open Meeting*

- Tuesday 18 July; 10:00; Zoom

3. *Next Informal Calls*

- Tuesday 30 May, 12:00 on Zoom
- Monday 26 June, 17:00 on Zoom

Keith C Marshall, Chairman

21 May 2023

Selected Websites Providing Links to Clinical Research Trials (see item 5.6)

Public

- NHS Clinical Trials: <https://www.nhs.uk/conditions/clinical-trials/>
- NIHR Be Part of Research: <https://bepartofresearch.nihr.ac.uk>
- Imperial Clinical Research Facility: <https://www.imperial.ac.uk/nihr-crf/research/current-studies/>
- Oxford University Hospitals Clinical Research Studies: <https://studies.ouh.nhs.uk>
- Oxford University Hospitals Trials: <https://www.ouh.nhs.uk/research/patients/trials/>
- University of Oxford Research: <https://www.ox.ac.uk/research/engage-with-us/local-community/get-involved>
- Voice: <https://voice-global.org/>
- US NIH Clinical Trials: <https://clinicaltrials.gov> (this includes many worldwide studies in addition to those in US)

Commercial

- Trials4us: <https://www.trials4us.co.uk/>
- GSK Clinical Trials: <https://www.gsk.com/en-gb/innovation/trials/>
- LabCorp: <https://www.labcorpclinicaltrials.com>
- Hammersmith Medicines Research: <https://www.londontrials.com>
- MAC Clinical Research: <https://researchforyou.co.uk/current-studies/>

This is a selected list. Inclusion on this list is not a recommendation or endorsement.

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

- Tuesday 18 July, 10:00
 - Wednesday 20 September, 13:00
 - Thursday 16 November, 17:00
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2023 Informal Call Dates

- 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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