

Open Meeting – 18 July 2023 – Minutes

Text in underscored italic is post meeting information

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

Apologies: Rhian Ingram, Harsha Mortemore (Vice-Chair), Phiroze Munshi, Bharti Sadhu

1. Welcome

1. Keith welcomed everyone.
2. The agenda was reordered to take *Item 6. Practice Updates* first as Matt had to leave early for another meeting.

2. Practice Updates

1. *Staff Updates*

- The Practice continues to try to recruit another receptionist.
- Currently there are two receptionists off work for personal reasons. This is putting extra pressure on the reception team with some team members giving up holiday days to help with cover.
- Dr Carey is due back at work in November; later than originally expected as she has accrued holiday to take.
- The Practice still wants to appoint another salaried GP, but GPs only want to work as locums.

2. *Phone System*

- The PCN is looking at moving telephony supplier to get access to additional facilities.

3. *Practice Website & IT*

- Matt continues to talk with suppliers and has a number of updates to do.
- The PCN has appointed a new IT Lead
- The dead TV screen in the waiting area needs to be replaced. Matt has had quotes of over £1000 and is looking at options.

4. *BPV Text Message*

- Matt expects to send out a text to all patients this weekend, inviting them to join BPV. Action: Matt

3. Minutes of the Previous Meeting

1. The minutes of the AGM on 20 May 2023 were agreed and signed.

4. Current Plan & Actions

1. Keith quickly ran through key points from the current plan and action log, and provided very brief updates
2. We would still like a volunteer to edit (or assist with editing) *Barnabas Bulletin*.

3. An number of plan items should be facilitated by the long-postponed meeting with the Partners.
4. Keith would like to return to being able to talk to patients in the waiting area. This needs consideration. Action: Keith
5. Matt suggested looking on YouTube and searching on TPP SystmOne for videos on using GP Online Services. Action: Keith
6. Keith has some website updates to do. Action: Keith

5. Improving Meetings

1. One member commented last December that we need to make meetings more useful. Despite being emailed they have not suggested what this should entail.
2. Members were invited to suggest what they want from these meetings, and what would make them more useful.
3. The following suggestions were noted:
 - Desire to have a doctor or nurse at every meeting, especially to talk about a relevant topic. This has issues of timing (ie. 10:00 meeting is not good as it's in the middle of clinic hours) and workload.
 - Have a talk at every meeting. Again this has issues of timing and workload for Practice staff, and just a 20 minute slot seems to little for an outside speaker.
 - Talks would be better if we can hire the church and get a good attendance for a longer (1 hour?) talk.
 - Some group members could perhaps talk about their experiences or special interests. Any volunteers? Action: All Members
 - A talk on Food Banks was suggested. Action: Keith
 - It was suggested that talks should maybe be at the end of the meeting, rather than the start, so anyone wanting to join just for updates etc. can opt out of the talk.
 - Having in-person meetings would restore the contact between members, which members want. However neither Matt nor Harsha have been able to contact the church, and there is no other good nearby venue. Action: Keith
 - Joe suggested that we should be doing outreach with the local schools, even if this is only having a stall at school fetes to chat to people and give out (official NHS) leaflets. This must be done with the agreement of the Practice. Action: Keith

6. Members Feedback/Issues

1. Everyone present was very complimentary about the service and care they've recently received.
 - Noreen had a good experience of having blood tests (done by Tracey).
 - Sennen commented on the speed with which his recent phone calls have been answered by reception.
 - Jean praised the care she had recently received from Dr Fong.All agreed that the Practice was performing well given the pressures they were under. Keith to feed back to Matt. Action: Keith
2. Noreen commented that she had looked under the seats on her last visit, and was pleased to find them pretty clear of rubbish.
3. Sennen pointed out that a number of our documents need to be updated to change PPG to BPV. Keith will look at and correct the current documents. Action: Keith
4. There was discussion about the refurbishment of the waiting area. Sennen wondered if the Practice might find funding through a charitable route (eg. local Lions). Action: Matt

7. Other Group Updates

1. *Barnabas Bulletin*. Keith would like ideas and contributions for the September issue.
Action: All Members
1. *Monthly Informal Calls*. These are being poorly attended. It was agreed to hold them only in months with no formal meeting. [Revised dates below.]
2. *Local Facilities List*. Keith is in the process of updating this. Please send Keith any updates/changes/additions. Action: All Members
3. *Performance Data*.
 - The results of this year's *MORI GP Patient Survey* have been published. Keith will report further when he's had time to analyse the results. Action: Keith
 - Meanwhile Keith reported and commented on some other DHSC published performance data:

	When	Barnabas	England	Comments
Patients per Practice	06/2023	9194	9812	
Clinical FTE per 10K Patients	2023 Q1	6.3	8.3	Under-staffed, over worked, or very efficient?
% Appointments Same Day	05/2023	53%	44%	Better than average
% Appointments within 2 Days	05/2023	59%	52%	Better than average
% Appointments with GP	05/2023	42%	47%	Good nurses & pharmacists take the strain!
% Appointments Face-to-Face	05/2023	53%	70%	Efficiency & acceptance of phone consultations?
% Did Not Attend (DNA)	05/2023	2.0%	4.5%	Good
Available Appointments per Patient	05/2023	5.7	5.4	Better than average
Satisfaction with Appointment Times Offered	2022	58%	51%	Better than average
Positive Experience Making an Appointments	2022	62%	56%	Compare 2012: Barnabas 85%; England 79%
Overall Positive Experience	2022	71%	72%	Compare 2018: Barnabas 91%; England 84%
Funding per Patient [PCN Avg]	2021/22	£151	£161	We're being under funded

Note the funding data is quite old. Matt suggested that this under funding has now been corrected as the Practice has changed from a PMS to GMS contract.

8. Matters Arising, AOB

1. Noreen raised the question of the front hedge, part of which has fallen across the footway and is creating a potential trip hazard. Matt will talk to the gardener. Action: Matt
2. Next Open Meeting: Wednesday 20 September; 13:00; venue tbc

Keith C Marshall, Chairman
19 July 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 20 September, 13:00
 - Thursday 16 November, 17:00
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2023 Informal Call Dates

- Tuesday 29 August; 12:00
 - Thursday 26 October; 10:00
 - Monday 18 December; 17:00
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