

Barnabas Patient Voices

From: Barnabas Patient Voices <keith@barnabasvoices.org.uk>
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To: Barnabas Patient Voices
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Attachments: BPV_Minutes_20230718.pdf; Whats_Where_near_Barnabas.pdf; MORI_2023_NGP_PCN.pdf; GPPS_2023_National_Infographic.pdf; NIHR_BPR_Summer_2023.pdf

Email to All [Barnabas Patient Voices](#) Members ...
Printed copies to members without email

A copy will also be posted on our Facebook group, <https://www.facebook.com/groups/barnabas.ppg>, and website, <https://barnabasvoices.org.uk/>.

If you can't read any of the attached documents, or want printed copies of anything mentioned, please contact me and I'll try to send you a copy.

Welcome to the July update for [Barnabas Patient Voices](#) members.

Coronavirus

Sadly Covid is still here, but at a much reduced level – although that's not too much comfort to those of us who are extra vulnerable. The current data (mostly from the Zoe study) indicate there are around 790K current (symptomatic) infections with around 60K new cases daily. That's up 30% in the last month. This is supported by the fact that Boots are reporting a 33% increase in sales of lateral flow tests. The thinking is that the upturn is down to a combination of continually decreasing immunity and the poor weather keeping people indoors. It is also being suggested that we could see a (hopefully small) peak in September when people return from holiday and children go back to school.

We should remain mindful that medical staff, especially at GP practices, are particularly exposed. Recently one of our nurses has been off sick with Covid which she apparently contracted from a patient. This is why the Practice remains cautious about opening up more: any staff off sick put even more pressure on the rest of the staff. We none of us want to be here; we'd all like to go back to the situation of 4 years ago; however as an employer the Practice has a duty of care to employees as well as patients. This is generally changing the model for the way primary care is being provided; that's still evolving, but unfortunately it seems unlikely the previous situation can fully return.

Barnabas Patient Voices News

July Open Meeting – Minutes

The minutes of our open meeting on 18 July are attached. Please read them!

As you will see we had some discussion about making our open meetings more useful. This should be significantly helped if we can return to regular in person meetings. If anyone can volunteer to talk to a meeting on a healthcare-related topic then please get in touch.

It was also suggested that we should engage with local schools with a view to having a stall at their fetes etc. as a way of spreading awareness and information. Again if anyone can assist with this, or has good contacts with School Secretaries, then please get in touch.

We also decided to reduce our monthly informal call to every 2 months – in the months when there isn't an open meeting.

Meeting Dates

The next Open Meeting is on Wednesday 20 September at 13:00; venue to be confirmed. Agenda in the next (September) Monthly Update.

The next informal call is on Tuesday 29 August at 12:00; on Zoom (link in the minutes).

What's Where near Barnabas

We have renamed the *Local Facilities List* as *What's Where near Barnabas*, and a few days ago we published the July update. This update has been slightly reorganised with some significant new entries. A copy is attached.

The next update is planned for early in 2024. Please let me have feedback on suggested inclusions or any errors.

Barnabas Practice News

GP Patient Survey 2023

The results of the annual GP Patient Survey (conducted by Ipsos/MORI for NHS England in January to March) have recently been released – and I've been taking a look. I've attached a print of my spreadsheet for those who like such things – but don't worry if it doesn't make too much sense, as I'll present this at the next Open Meeting with I hope some more explanation. There is also an infographic of the national results attached.

Overall the survey does not paint a happy picture. Satisfaction ratings have dropped, in most areas and for the whole country, in the last few years. Against this background Barnabas is holding up relatively well compared with other practices on our local network (PCN); we continue to be rated second in the area behind The Grove, who have outjumped the hill this year.

The one big area of concern is the satisfaction with making an appointment, where our rating has fallen to an all time low of 34%. Given the problems we know there have been with the phones, and that the Practice is still short of at least one receptionist, I think we could have predicted this – however I will be discussing this with our Practice Manager when we meet later this month.

Local Healthcare News

New Ward for Northwick Park Hospital

Northwick Park Hospital have been awarded £20million to build a new 32 bed facility. BBC report at <https://www.bbc.co.uk/news/uk-england-london-66249118>.

Ambulance Service could Answer GP Practice Phones

Apparently there is going to be a trial, somewhere in London, for the Ambulance Service to answer the GP practices' phones at busy times of the day. Patients ringing their GP surgery would automatically be diverted to an adviser who would take them through a series of questions and decide where they should be treated. Paramedics could also deal with simple medical concerns over the phone to reduce the pressure on GPs. The aim is to cut the time patients wait to get through to their GP surgery and limit the number of people calling an ambulance or going to A&E in frustration because they cannot reach their family doctor. This does make some sense as the Ambulance Service already has the phone infrastructure required. More information at <https://practicebusiness.co.uk/ambulance-service-to-answer-phone-for-gp-surgeries-in-london-based-trial>.

General NHS & Healthcare News

First in this section, some surveys ...

Digital Health Care Survey

The Health Innovation Network in conjunction with NHS in London are asking patients to share experiences of using digital health services offered by GP practices by completing a 10 minute survey. Participants have a chance of winning a £100 shopping voucher. The survey is open until 11 August. Find the survey (which is anonymous) at

https://qualtrics.kcl.ac.uk/jfe/form/SV_2mEWzUV1H2Ormnk.

Urgent and Emergency Care Survey 2022

CQC have published the results of their 2022 survey of emergency care. Not surprisingly they found that waiting times were significantly longer and over two-thirds of patients were not being told how long their wait would be, or kept updated on the length of their wait. Although the numbers were down slightly, some 80% of patients were happy with their interactions with staff. And there's a lot more. Report at

<https://www.cqc.org.uk/publications/surveys/urgent-emergency-care-survey>.

GP Premises

In yet another survey report the Royal College of General Practitioners (RCGP) have highlighted that 40% of GPs are working in premises that are considered "not fit for purpose" with the same number reporting that their IT facilities were inadequate or outdated. Press release at

<https://www.rcgp.org.uk/News/Practice-Premises-Survey>.

Extra Hospital this Winter

It has been announced that the NHS is to provide 5000 extra hospital beds this coming winter (that's a 5% increase) in the hope that this will help ease the pressures due to winter illnesses. However it is not clear where the NHS is going to find the extra staff to "service" these beds given that almost 10% of nursing vacancies are already vacant. BBC report at <https://www.bbc.co.uk/news/health-66319056>.

And now a number of items about vaccinations ...

Measles

Measles can be a serious illness and cases are rising in London. The best protection against becoming seriously unwell is vaccination. Parents are being asked to check their child's vaccination status (and if they don't know, to ask their GP practice) and if necessary book an appointment for catch-up vaccination. **It is NEVER too late.** More information at <https://www.nhs.uk/conditions/vaccinations/mmr-vaccine/>.

HPV Vaccination

From the 1 September the HPV vaccination programme will change. Vaccination will now be by one dose rather than the current two doses. This applies to both eligible adolescents and men who have sex with men (MSM) aged less than 25 years. More information on HPV vaccination at <https://t.ly/Vzh4n>.

Shingles Vaccination

Shingles vaccination is being made available to many more people. Those aged 70-80 are currently eligible, but from 1 September those over 65 will be eligible. The plan is to ultimately reduce eligibility to all over 60. Those who are eligible will be invited by the Practice. More information at <https://t.ly/KFxq>.

RSV Vaccination for Older Adults

Vaccination against Respiratory Syncytial Virus (RSV) is to be made available to adults over 60; it's already available to infants. The virus typically causes cold-like symptoms, but is a leading cause of pneumonia in

infants and elderly people, with infections in older adults accounting for more GP appointments than 'flu during a typical winter season. *Guardian* report at <https://t.ly/baoF2>.

Newsletters

Finally the usual round-up of potentially interesting newsletters received since the last update

- *Patient Voice*, Summer 2023 – online at <https://t.ly/wNIfO>
 - NIHR Be Part of Research newsletter, Summer 2023 – copy attached
 - Vaccine Update #340 – online at <https://t.ly/USvYc>
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That's all for this month. All we need now is some nice sunny summer weather!

Stay well ...

Keith

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