

Open Meeting – 3 April 2024 – Minutes

Text in underscored italic is post meeting information

Present: Lyn Duffus, Matt Edwards (Practice Manager), Joe Hamilton, Keith Marshall (Chairman), Noreen Marshall, Harsha Mortemore (Vice-Chair), Phiroze Munshi, Ewa Siwiec, Mark Turkish

Apologies: Jean Alden, Sennen Chiu, Bharti Sadhu

1. Welcome

1. Keith welcomed everyone.

2. Minutes of the Previous Meeting

1. The minutes of the Open Meeting on 17 January 2024 were agreed and signed.

3. Same Day GP Appointments

1. NWL NHS (the ICB) had recently announced that from 1 April all same day clinical appointments would be fulfilled through local hubs and not GP practices.
Due to the concerns raised by both patients and clinicians across the ICB area, this has subsequently been postponed pending further development and consultation.
2. Keith outlined what was known publicly and highlighted the concerns raised.
3. Matt updated the group on what was communicated to the Practice:
 - Staffing of hubs would be mostly by Physician Associates (PAs), plus nurses, pharmacists etc.
 - PAs would be supervised by GPs from local practices.
 - Supervision requires one GP for every 3 other practitioners.
 - This new method was announced to practices by the ICB very late (early March) to start on 1 April and had to be implemented by local networks (PCNs).
 - Practices were told this was being added to their contract; if they didn't accept it they would lose significant amounts of funding for services such as phlebotomy.
 - There had been no consultation with GPs or patients.
 - Many concerns were raised about patient safety, continuity of care (especially for regular users), resourcing and the lack of consultation.
 - The ICB was running a pilot (started late 2023), but this hadn't completed or been evaluated; implementation was happening regardless of the pilot outcome.
 - At least one of the pilot practices had rejected the idea as unworkable; as had all the practices in Ealing.
 - The vast majority of practices had rejected the plan as unworkable.
 - The ICB withdrew the plan pending further consultation, but there is still potentially a launch in 2025.

4. The following points were raised around the idea of same day access hubs:
 - Hubs may be a good idea for infrequent users of GP services; and if managed properly.
 - It was noted that PAs cannot legally prescribe, and cannot certify a death.
 - Suggested that we send patients a questionnaire to seek their views. Matt said this was likely to happen at either a PCN or ICB level over the summer. If not we could do so ourselves as consultation progresses.
 - NHS already has staffing issues, so how are hubs to be staffed?
 - Using existing staff from practices will reduce appointment availability, rather than increase it.
 - If hubs are to be centrally located then premises have to be found and funded.
 - However virtual hubs, doing telephone consultation, could work and be useful.
 - Are hubs not duplicating NHS 111? Shouldn't NHS 111 be advertised as the first stop for triage, especially as they have several appointment slots reserved at the Practice each day.
 - There is also a potential conflict with Pharmacy First.
 - There will be patient resistance to hubs, especially over location/transport and continuity of care.
 - However it was felt that hubs could serve a useful purpose especially for situations which are both important and urgent.
 - Hub usefulness and reception will revolve around educating patients and good communication (neither of which the NHS is good at).
 - Patients must be educated about when they need a same day appointment, the location of their nearest hub, triage etc.
 - If practice reception is expected to transfer/signpost patients to a same day hub (or to Pharmacy First) they will meet with patient resistance and abuse – making their job more difficult, stressful and demoralising.
 - A “health hub” space was in the original plans for Greenford Quay, but there is as yet no sign of it being built; in any event the developer would provide only the space and it would be up to the NHS to fit it out and equip it. If built this could be a good place for a hub.

4. Patient Participation Awareness Week

1. PPG Week this year runs 3-9 June.
2. Can we do anything to support and capitalise on this?
3. It was suggested that we run either formal sessions or ½-day walk-in “clinics” on using patient-facing services, including:
 - GP online services
 - Patients Know best
 - NHS App
 - eConsult
 - NHS 111.

Anyone who can help with this please contact Keith. **Action: All**

Keith committed to put some reminders about services in the monthly update, *Barnabas Bulletin*, on Facebook and on our website. **Action: Keith**

5. Members Feedback & Issues

1. Keith provided a quick update on the Covid situation.
 - Infection rates now seem to be low, almost down to the rate in summer 2023.
 - There are no new Covid variants on the horizon.
 - However Covid is not (yet?) at the stage of being a seasonal cold.
 - Rates of 'flu are also falling.
2. There was no other feedback.

6. Practice Updates

1. *Staff Updates*
 - Dr Carey is leaving to pursue long-term career plans.
 - A new salaried GP has joined to cover Mondays and Tuesdays.
 - It is hoped a further salaried GP will be joining in May.
 - Receptionist Nicole has passed her probationary period with flying colours.
 - Receptionist Suzannah is still on probation and is doing well.
 - It is hoped to recruit another receptionist.
2. *Phone System*
 - The system is still being tweaked.
 - The Practice is awaiting funding for a call-back facility – but contractually this has to be done.
 - Rerecording the messages is still outstanding. **Action: Matt**
3. *Waiting Area etc.*
 - The grant has been approved for clinical room updates and patient toilet refurbishment.
However funding has been refused for the waiting area and upstairs area(s).
The Practice have to work out how to fund work on the waiting area; it was suggested that BPV members could help with redecoration (insurance etc. permitting).
 - Keith still has to reinstate the noticeboards. **Action: Keith**
4. *Barnabas Bulletin Text Messages*
 - Some texts have been sent to patients. Matt hopes to do more. **Action: Matt**
5. *CQC Virtual Inspection*
 - This happened on 2 February and seemed to go well, however the Practice have not yet had the result.

7. Other Group Updates

1. *QR Codes*
 - Keith was asked to include the QR codes for *Barnabas Bulletin* and *What's Where* in his monthly update. **Action: Keith**
2. *Barnabas Bulletin*
 - The next issue is due in June.
 - Please let Keith know of any ideas or suggestions for articles. **Action: All**
3. *What's Where near Barnabas*
 - This has been updated and is on the BPV website and Facebook page.
4. *Unlocking Funding, engagement, etc.*
 - Keith, Matt and Purminder have had an initial meeting in February to capture possible improvement tasks.
 - A follow-up meeting is being organised to consider priorities. **Action: Keith**

8. Matters Arising, AOB

1. NHS Reporting

Keith highlighted some figures from NHS England:

- 30.5 million appointments (excluding Covid vaccinations) delivered by GPs and their teams in February 2024, compared with 24.7 million in February 2020.
- NHS promised 50 million more appointments by March 2024 compared to 2018/19, and the figures show that GPs and their teams have delivered an extra 57.5 million appointments (excluding Covid vaccinations) over the last year compared to 2018/19.
- GPs delivered 364.8 million appointments (excluding Covid vaccinations) over the twelve months March 2023 to February 2024.
- On average, the NHS is now offering more than 1.4 million GP appointments every working day.
- There were 1,558 patients in hospital with Covid in week ending 24 March, down from 1,674 the previous week
- 1,037 patients with flu were in hospital each day in the week ending 24 March.
- Average delay handing over patients from ambulances to A&E was 10 minutes, compared with 17 minutes a year ago (that's on top of the expected 15 minute handover time).

2. Cancer Screening

- Ewa suggested that there should be an item in *Barnabas Bulletin* on the importance of both bowel cancer and breast cancer screening as average take-up of both is low. **Action: Keith**
- The at-home bowel testing screening has been simplified twice in recent years to make it simpler; and there is a GP test which is more accurate.

3. Next Open Meeting: Saturday 18 May; 11:00; at the Practice. This is the AGM.

Keith C Marshall, Chairman
4 April 2024

Proposed 2024 Meeting Dates

- **AGM:** Saturday 18 May; 11:00; Medical Centre
- Wednesday 17 July; 13:00; Zoom (or Church Hall)
- Saturday 14 September; 11:00; Medical Centre
- Wednesday 20 November; 13:00; Zoom (or Church Hall)

Dates/times may change depending on the availability of venues (especially the Church facilities). Watch the Members' Monthly Update for confirmation of dates and venues.

Link for all Zoom Meetings

Link: <https://us02web.zoom.us/j/7279594414?pwd=VmYwODdoWGg2eTFvTlVjVlZyRmhSQT09>
Meeting ID: 727 959 4414
Passcode: 149417