

## **Open Meeting 2 November 2024, Medical Centre Minutes**

*Text in underscored italic is post meeting information*

**Present:** Sennen Chiu, Lyn Duffus, Matt Edwards (Practice Manager), Sheila Hayles, Rhian Ingram, Keith Marshall (Chairman), Noreen Marshall, Phiroze Munshi

**Apologies:** Jean Alden, Joe Hamilton, Harsha Mortemore (Vice-Chair), Bharti Sadhu

### **1. Minutes of the Previous Meeting**

1. The minutes of the Open Meeting on 24 July 2024 were agreed and signed.

### **2. Back Surgery**

1. Matt talked about his experience of having lower back surgery and shared some of his x-rays.
2. He's had back problems since being a teenager and has been helped by chiropractic.
3. Although initially refusing surgery in late-1990s, he finally had to have surgery about 20 years ago to put a titanium plate in his spine to help support the compromised vertebrae and discs.
4. Regular exercise (exercise bike and walking) and occasional chiropractic means Matt is almost 100% problem free.
5. Matt was keen to emphasise how much chiropractic had helped, and especially the complementary skills of chiropractor and a good orthopaedic surgeon.

### **3. 2025-2027 Group Plan**

1. Keith asked members to start thinking about what should be included in our plan for the two years beginning 1 April 2025, and feed back all ideas to him. **Action: All**
2. Due to a lack of time for this meeting, there was no discussion.
3. Keith had already asked Matt for the Practice's input.

### **4. 2025 Meeting Plans**

1. Keith proposed the following provisional dates for next year's meetings:
  - Wednesday 22 January; 13:00; Zoom
  - Saturday 15 March; 11:00; Practice
  - Saturday 17 May; 11:00; Practice (AGM)
  - Saturday 19 July; 11:00; Practice
  - Saturday 20 September; 11:00; Practice
  - Wednesday 19 November; 13:00; Zoom

2. The Saturday meeting dates may need to change when the Practice knows (probably in early-January) which Saturdays they're scheduled to open. **Action: Matt**
3. Keith asked if it would be possible to hold the May AGM, in person, on a Wednesday evening in order to accommodate members who cannot attend on a Saturday. Matt declined the suggestion as it would be unreasonable to ask any staff to do extra hours at the end of an intense working day; however a Zoom meeting may be possible.

## 5. 2025 "Meet the Patients"

1. Since restarting "Meet the Patients" the group has held four sessions, and although they have been quiet a number of members have been told about the group and about the NHS App.
2. Keith's assumption is that we want to continue these sessions on two half-days a month.  
However to do so more volunteers are needed in order to spread the load.
3. Keith intends that we continue with the current schedule of the first Wednesday afternoon (14:00-16:30) and the third Tuesday morning (09:30-12:00).  
The Practice is especially keen on the Wednesday afternoons as this mother & baby clinic time.
4. Rhiann asked what the sessions entail.  
Essentially we are in the waiting area to listen to, talk to, and engage with patients; make the Practice more approachable; tell people about the group; where possible help them with the NHS App; and if appropriate feedback (to Keith or Matt) any concerns which are picked up.
5. If members would like other times, or can volunteer, please get in touch with Keith.  
**Action: All**

## 6. Members' Feedback & Issues

1. Sennen raised the point that if a (repeat) prescription is declined then the patients should be told this and the reason why.
2. Matt was asked about the Practice's experience with the Wellcare Pharmacy which has replaced Boots Oldfields Circus.  
The Practice has not received any adverse comments.
3. Sheila asked about routine annual check-ups and blood tests for over 75s, as this appears not to be happening.  
Matt to check the position and policy. **Action: Matt**
4. Keith asked about the current situation with audiology.  
It is unclear if existing patients can continue to be seen by Audiology at Ealing Hospital.  
However it does appear that all new referrals will be to Specsavers, and there is no alternative option.

## 7. Practice Updates

1. GP Access Survey
  - a. There is a network (PCN) survey on access to GPs, which is part of a range of surveys by NWL NHS.
  - b. The Practice have put up posters in the waiting area, and will be texting patients with links to the survey. **Action: Matt Done**

- c. Keith has been asked to add the link to the survey to the group's website. **Action: Keith** *Done; also on the Facebook group*
- d. The survey is available until around 10 November, *and is available at <https://rebrand.ly/NHSNWLNGP>*
- 2. Staff Updates
  - a. The Practice now has five salaried GPs in addition to the two partners. As well as a full complement of clinical sessions, this is providing two additional sessions (about 30 appointments) a week.
  - b. The Practice is still looking to recruit one more receptionist for 25-30 hours a week.
- 3. Access & Staffing Issues
  - a. The Practice is very well aware of the issues patients are facing with access. This has been caused by a number of factors, including: abrupt changes to policies due to Covid; not using Covid as an opportunity to change the primary care model; difficulties recruiting good salaried GPs; high cost of using locum GPs; the sudden departure, at the same time, of Dr Fong and Dr Carey; the difficulty of hiring suitable receptionists.
  - b. The Practice is now in the process of a team-wide holistic look at the processes, particularly the appointments system and the phone system. Progress will take time (especially to implement any changes to the phone systems). Keith offered for either himself, or for another team member, to participate in appropriate (ie. non-clinical) team meetings to provide a patient perspective. *Keith is also a trained meeting facilitator, so may be able to help run/manage meetings.*  
Involvement from outside the Practice team would be a decision for the team themselves. **Action: Matt**
  - c. Staffing is likely to be adversely affected by the recently announced increased in the minimum wage and employers NI contributions – unless general practice is exempted like the rest of the NHS.
  - d. Discussions are ongoing at a PCN level for a new phone system to cover the whole network. Although practices would keep their individual numbers, an advantage would be that if one practice is out of action (say a power cut) the another could automatically pick up their calls.
- 4. Online Systems
  - a. The need for online appointment booking is understood, however the existing SystmOne facility does not provide the detail and granularity required to be viable as there is no control of a patient booking inappropriate appointments. Accurx may be the way forward.
  - b. The contract for eConsult expires next March. It is currently unknown what the replacement will be, but most NW London boroughs use PATCHS which is almost universally favoured.
  - c. Matt also commented that Ealing was now the only NW London borough using SystmOne; everywhere else uses EMIS.

## 8. Other Group Updates

1. *Barnabas Bulletin*
  - a. The September issue went out in early October.  
Matt has texted the link to several hundred patients, and will send more texts over the next few days.
  - b. Next issue is due in March 2025; all ideas for content to Keith, please. **Action: All**
2. *What's Where near Barnabas*
  - a. Our helpful local guide is due for update. **Action: Keith**  
Any updates or inclusions to Keith asap please. **Action: All**
3. Governance Review
  - a. The group governance documents are due for review in early 2025.  
Keith will start this process. **Action: Keith**
4. Engagement/Access Work
  - a. Keith needs to revisit the work from earlier in the year, especially any low priority items which are quick and easy to do (like "Meet the Patients"). **Action: Keith**
5. Announcement
  - a. Keith considering standing down as Chairman at the AGM next May.
  - b. If he does then the group needs someone to step forward and take over or the group will die.
  - c. Anyone who can volunteer, please get in touch with Keith. **Action: All**

## 9. Any Other Business

1. None.
2. **Next Open Meeting:** Wednesday 22 January; 13:00; on Zoom

Keith C Marshall, Chairman  
4 November 2024

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## Provisional 2025 Meeting Dates

- Wednesday 22 January; 13:00; Zoom
- Saturday 15 March; 11:00; Practice
- Saturday 17 May; 11:00; Practice (AGM)
- Saturday 19 July; 11:00; Practice
- Saturday 20 September; 11:00; Practice
- Wednesday 19 November; 13:00; Zoom

**Dates/times may change depending on the availability of venue(s) etc. Please watch the Members' Monthly Update for confirmation of dates and venues.**

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## Link for all Zoom Meetings

Link: <https://us02web.zoom.us/j/7279594414?pwd=VmYwODdoWGg2eTFvTVlVjVlZyRmhSQ09>  
Meeting ID: 727 959 4414  
Passcode: 149417

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