

## **Open Meeting 22 January 2025, Zoom Minutes**

*Text in underscored italic is post meeting information*

**Present:** Sennen Chiu, Matt Edwards (Practice Manager), Joe Hamilton, Keith Marshall (Chairman), Noreen Marshall, Harsha Mortemore (Vice-Chair), Bharti Sadhu

**Apologies:** Jean Alden, Lyn Duffus, Rhiann Ingram

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

1. The minutes of the Open Meeting on 2 November 2024 were agreed and signed.

### **2. Governance Document**

1. The draft revised Governance Document had been circulated prior to the meeting.
2. Keith indicated that no significant changes were required, but that he had corrected a number of typos and cosmetic errors.
3. Keith proposed that the draft Governance Document be renewed for the next 3 years. This was agreed.
4. If necessary the document can be updated at any time.
5. Keith to finalise the document, circulate, and post on our website. **Action: Keith**

### **3. 2025-27 Plan: Initial Ideas**

1. Keith has been working on the group plan for the 2 years beginning 1 April 2025, and had circulated draft ideas before the meeting.
2. So far the plan is based around the current plan with other known ideas and suggestions.
3. Members are currently being asked for their input via a survey which is open until 31 January (link previously circulated).  
Thank you to those members who have already completed the survey; others are encouraged to do so (or send Keith a note).
4. Matt was asked to provide the Practice's input. **Action: Matt**
5. In February the current draft will be updated with survey responses, input from this meeting and input from the Practice. **Action: Keith**
6. The intention is to circulate an updated draft plan in late February, and present the plan for approval at the March Open Meeting. **Action: Keith**
7. Matt added the following points:
  - a. The procurement of the replacement for eConsult has been delayed by a year by the ICB. This is for a number of reasons, including government procurement rules.

- b. SystmOne Connect (for triage & online consultation) is pending confirmation of the funding position. If it goes ahead then members will be asked to help test it.
  - c. We should have a decision on restarting the Book Exchange on 23 January.  
We can restart the book exchange and have been asked to major on children's books. Action: Noreen & Keith
8. Harsha asked to be copied on the survey responses, when available. **Action: Keith**

#### 4. Members' Feedback & Issues

- 1. Bharti raised the issue of long wait times for hearing test appointments. Matt will follow up with Bharti. **Action: Matt**
- 2. It still appears that Specsavers are the only community audiology option for Ealing patients. Subsequently it appears that we can now alternatively be referred to InHealth. Confirmation is required. Action: Keith
- 3. Bharti, Sennen & Keith expressed praise for various members of the Practice team over recent months.
- 4. Sennen raised the issue of patient discharge from hospital. His wife had recently had her discharge delayed as the hospital still had Dr Parmar as her GP, but couldn't/wouldn't change it at her (or Sennen's) request.  
This is unacceptable for both the patient and the NHS.  
Most of those present have had experience of hospital records not reflecting changes to patients' GP in a variety of other situations.
- 5. Matt highlighted that when referring patients to the Musculoskeletal Team the doctors must reconfirm the patient's agreement to their records being shared. This is a particular requirement of the MSK team.
- 6. Several members were appreciative of the new noticeboard layout.
- 7. Noreen has observed an issue where hospitals are cancelling patient's appointments but failing to adequately communicate this; so the patient turns up and is told they don't have an appointment.  
Matt assured us that this had already been escalated with the ICB.
- 8. Noreen also pointed out that both cash machines at Ealing Hospital have now been removed. She has been unable to find out why or whether they will be replaced.

#### 5. Practice Updates

- 1. *Staff Updates*
  - a. GPs: The Practice is fully staffed with 2 partners and 5 salaried GPs.
  - b. Reception: Unfortunately Carla has had to leave for family reasons which have meant she has had to go back to her native country.  
This means the Practice is still looking for two new receptionists.
- 2. *Appointments Process*
  - a. Updates are expected in February; details to follow. **Action: Matt**

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**At this point Matt had to leave due to an emergency**

Following the meeting Keith raised several further points with Matt; responses will follow

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- 3. *Phone System Updates*
  - a. We still want to have input to the new messages. **Action: Matt**

## 6. Other Group Updates

1. *“What’s Where near Barnabas”*
  - a. This has been updated and will be loaded to the website. **Action: Keith**
2. *Engagement/Access Work*
  - a. Keith has reviewed the low priority items for quick, easy wins.  
The only ones identified are “Meet the Patients” which we’re already doing, and putting a link to the NHS App on the website. **Action: Keith**
3. *Meeting Schedule*
  - a. Keith will check with Matt whether there are any changes needed to the scheduled Saturday meetings. **Action: Keith**  
Done. All dates are good as far as is currently known.
4. *“Meet the Patients”*
  - a. The schedule has been circulated.  
Any further volunteers, especially for mornings of 2<sup>nd</sup> Tuesday in the month would be welcome.

## 7. Any Other Business

1. None.
2. **Next Open Meeting:** Saturday 15 March; 11:00; at the Medical Centre

Keith C Marshall, Chairman  
24 January 2025

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## Scheduled 2025 Meeting Dates

- 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, particularly depending on the availability of the Practice. 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=VmYwODdoWGg2eTFvTVZyRmhSQ09>  
Meeting ID: 727 959 4414  
Passcode: 149417

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