

Open Meeting 19 July 2025, Medical Centre 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), Phiroze Munshi

Apologies: Jean Alden, Lyn Duffus, Sheila Hayles, Rhiann Ingram, Bharti Sadhu, Mark Turkish

1. Minutes of the Previous Meeting

1. The minutes of the Open Meeting & AGM on 17 May 2025 were agreed and signed.

2. NHS 10-Year Plan

1. The government's 10-year plan for the NHS was published recently.
The full document is 168 pages, with an executive summary of 11 pages.
Keith summarised the latter in 2 pages and had circulated this prior to the meeting.
2. The plan is centred around three objectives:
 - a. Analog to digital
 - b. Hospital to community
 - c. Sickness to preventionThe plan is expected to be rolled out gradually over the next 10 years.
3. In discussion, the group's overall view was one of much scepticism at the lofty ambitions.
The plan contains in large part initiatives which have been proposed before, and which have largely failed.
The feeling was one of having heard it all before, so why should this time be any different.
The plan was seen as being long on political words and short on identifiable action.
4. Concerns expressed also included:
 - a. The lack of a pathway for achieving the hospital to community transition
 - b. The lack of investment in both more GPs and GP practices real estate
 - c. The emphasis on prevention is likely to result in an increased level of bullying of patients, which could prove counter productive
 - d. Lack of feasibility of delivery, especially around physical infrastructure (eg. real estate), digital infrastructure, and workforce
 - e. The need for huge up-front investment in IT and real estate
 - f. The size of the plan likely makes it unachievable

- g. Little understanding of what patients really want, ie. not digital but more GP appointments.

3. 2025 GP Patient Survey

1. As in previous years the annual GP Patient Survey was conducted by Ipsos during the first three months of 2025.
2. Keith and Matt had both, independently, been looking at the results.
Keith had circulated a number of analysis documents prior to the meeting.
3. Nationally 75% have a good experience of their GP (up from 74% in 2024).
4. However the results for Barnabas are, at best, pretty appalling.
From being number one or number two in the PCN prior to Covid, Barnabas is now the worst practice of the eleven.
There was general agreement that this is far from acceptable – a view which Matt said was shared by the partners.
5. While all measures have fallen, patients still rate the Barnabas GPs as good, with most scores still in excess of 90%.
What has changed is the rating for front-of-house: ease of contacting the Practice; helpfulness of reception; choice of appointment and clinician.
6. During discussion the following were noted:
 - a. Practice is no longer sending text reminders of appointments due to budget cuts imposed by the ICB
 - b. People's patience, generally, has declined sharply since Covid, and the level of violence has increased
 - c. Patient expectations are now much higher than pre-Covid, and are resistant to being changed; consequently patients are more resistant to being signposted elsewhere
 - d. Our GPs are capped at 30 consultations (all methods) a day; this is above the BMA's accepted safe limit of 25
 - e. There's been a significant increase in the number of foreign patients, most from a culture where they have to pay for care
It is estimated that around 60% have existing significant medical issues.
 - f. The self-checkin screen is still not working. The supplier has now gone out of business, so it cannot be repaired
Replacement is not funded and installation & setup is a difficult technical job.
It needs to be removed!
 - g. How is it possible to know if a translator is correctly translating medical terms, or indeed anything being said
 - h. If other practices locally can maintain their survey results, why can't Barnabas?
7. The following remedial actions were suggested:
 - a. Additional training is being put in place for both receptionists and clinicians
 - b. Another new receptionist is due to start in the next few weeks, which will bring the reception team to a full complement of nine
 - c. Major work is being put in place to upgrade the phone system
This has to happen as the existing analog phone lines are at the end of their life and must be replaced by digital
 - d. All appointment requests will be triaged by the on-call doctor who will handle or reassign them depending on urgency
 - e. Suggested that the Practice might have a Nurse Practitioner to take more load off the doctors

- f. There is potential for AI to be used for translation, and for transcribing consultations – however this needs to be approached with due care
- g. The Practice should conduct a further survey in 3-4 months time, when we should expect a significant turnaround. **Action: Matt**
- h. Suggested that the Practice should institute a formal Quality Improvement Programme, with a team consisting of 2 clinicians, Practice Manager, 2 from Barnabas Patient Voices. **Action: Matt/Keith**

4. Members Feedback

- 1. All agreed that we cannot fault any of the GPs; all are good.
- 2. Equally reception are good, especially where the patient understands the system. Problems arise where the patient doesn't (or won't) understand the system – especially "there are no appointments" means that the safe limit has been reached.
- 3. From talking to friends around the country members are hearing that support elsewhere is much worse than here.
- 4. In view of the above, it was felt that the GP Patient Survey was unjust.
- 5. Sennen expressed concern over the quality of, and arrangements for, hospital food.
- 6. It was suggested that consideration be given to installing movement detectors in the patient toilets. The existing pull cords are old and soiled, and thus an infection hazard. **Action: Matt**

5. Practice Updates

Staff Updates

- a. The Practice is now fully staffed with GPs.
Locum cover is in the process of being arranged for Dr Bhatoa's sabbatical and Dr Strang's maternity leave.
- b. Once the new receptionist joins (see above) there will be a full complement of nine receptionists.

Appointments System etc.

- a. The PCN wants to move from eConsult to SystmConnect.
eConsult will not be funded from next April, and SystmConnect is free.
There is expected to be a slow rollout of SystmConnect.
- b. The salaried GPs, especially, want to offer more face-to-face appointments, but they will be 10 minute appointments and remain within the safe daily limit on consultations (see above).

Phone System etc.

- a. Recording of the new phone announcements is still outstanding as Noreen has been unwell. However it is hoped to do the recording in the next week or so. **Action: Noreen**

Website

- a. Matt indicated that the redesign of the website should be free, and that he has a meeting in the next couple of weeks to progress this. **Action: Matt**

6. Other Group Updates

- 1. No further updates.

7. Outstanding Matters Arising & AOB

1. Matt and Henny are discussing and considering the idea of special interest groups.

Action: Matt

2. Keith has put leaflets about the new optometry service in the waiting area.
3. Matt has reminded the clinicians about ID checking patients on phone consultations.
4. Harsha suggested that there should be a joint Practice/BPV social event (eg. after work drinks/meal) at least annually.
This would enable Practice staff and BPV members to get to know each other better, and contribute to team building. **Action: Matt**
5. **Next Open Meeting:** Saturday 20 September; 10:30; at the Medical Centre.

Keith C Marshall, Chairman
21 July 2025

Scheduled 2025 Meeting Dates

- Saturday 20 September; 10:30; 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.**

Link for all Zoom Meetings

Link: <https://us02web.zoom.us/j/7279594414?pwd=VmYwODdoWGg2eTFvTVjVIZyRmhSQT09>
