

Open Meeting, 26 November 2025, Zoom Minutes

Text in underscored italic is post meeting information

Present: Jean Alden, Sennen Chiu, Andy Dawson, Matt Edwards (Practice Manager), Keith Marshall (Chairman), Noreen Marshall, Harsha Mortemore (Vice-Chair)

Apologies: Joe Hamilton, Rhiann Ingram, Bharti Sadhu, Sandip Sodha (Pharmacy Technician)

1. Minutes of the Previous Meeting

1. The minutes of the Open Meeting on 19 July 2025 were agreed and signed.
2. Unfortunately the meeting planned for September had to be cancelled at short notice.

2. Life Without Paresh [Sandip Sodha, Pharmacy Technician]

1. Sandip's planned talk was unfortunately cancelled at short notice due to illness. If appropriate it will be rescheduled for a future meeting.

3. 2026 Open Meeting Dates

1. Keith received only six responses to his request for members input on preferences for meeting dates.
2. The responses show that Zoom meetings are OK, but in-person meetings are better.
3. It seems that a mix of Saturday mornings and Wednesday lunchtimes would continue to work.
4. The following 2026 meeting dates were therefore proposed and agreed:
 - Wednesday 21 January; 13:00; on Zoom
 - Saturday 21 March; 10:30; at the Medical Centre
 - Saturday 16 May; 10:30; at the Medical Centre
 - Saturday 18 July; 10:30; at the Medical Centre
 - Saturday 19 September; 10:30; at the Medical Centre
 - Wednesday 18 November; 13:00; on Zoom
5. As has been done for the last couple of years the meetings in the two colder months will be over Zoom.
6. The Saturday dates may change when the Practice knows which Saturdays they are required to be open.

4. 2026 “Meet the Patients”

1. So far Keith has five positive responses to his request for volunteers for next year’s “Meet the Patients” sessions – but the survey is open until 30/11.
2. There is no consensus on volunteer availability, which means at present we cannot support these sessions.
However it may be possible to run some Wednesday afternoon sessions from April.
3. Nevertheless Keith and Noreen will plan to drop into the waiting area every couple of weeks to check over the Book Exchange and the noticeboards, and will use this as an opportunity to engage with willing patients.
4. Andy expressed his personal discomfort with engaging with patients but not being able to provide full answers to their questions. This is understood, and we would not expect anyone to work outside their comfort zone.
Potential volunteers are always welcome to come along to sessions and observe.

5. Members Feedback

1. There was general appreciation for the GPs, especially Dr Navan and Dr Srikantha (who is covering for Dr Bhatoa).
2. Keith and Noreen had recently both (separately) requested and had full reviews with Dr Navan. These were scheduled, with a good amount of time allocated. They were very worthwhile and covered all current medical conditions, fears, concerns etc. and initiated the documentation of care plans.
Keith suggested that patients may wish to request such reviews once in a while especially when there are significant new developments or increasing concerns – however this must be used sparingly due to the time required.
3. The phones remain an issue for some patients, with long queue times and long unanswered ringing.
4. Jean raised a concern over referrals to physiotherapy being returned due to insufficient information. Matt agreed to investigate. **Action: Matt**
5. There was also general concern raised at the long waiting times for (especially) MSK appointments.
6. Andy raised the issue of the NHS’s lack of ability to provide a single, consolidated patient medical record. This is well understood and is part of the foundation for the NHS 10-Year Plan, but will require significant national IT investment. A large part of the problem is the multiplicity of Trusts, most of whom do not talk to each other. It is important to note that the GP is supposed to retain overall management of patient’s conditions.
7. Referring to the demand on the Practice, Matt observed that they are now receiving 25% more requests than pre-Covid, against a static patient list size.
8. It was observed that annual medication reviews seem not to be happening. Paresh (Clinical Pharmacist) previously did many (but by no means all) of these reviews. The approach now seems to be that they are often done by Community Pharmacies.

6. Practice Updates

Training Practice

1. Congratulations to the Practice on becoming a qualified Training Practice, with Dr Patel and Dr Talwar being accredited.
2. Consequently from early next year there are likely to be trainee GPs in the Practice, which may increase the availability of appointments.

Staff Updates

1. The Practice is now fully staffed with GPs and receptionists.
2. Dr Dilini Srikantha (f) is providing cover for Dr Bhatoa (who is on sabbatical).
Dr Bishwash Gurung (m) is covering for Dr Strang (who is on maternity leave).
3. The Practice is still looking for a Clinical Pharmacist to replace Paresh.
Most suitable candidates wish to work only parttime, whereas we want someone full time.

Appointments System etc.

1. The Practice are still trying to organise a site visit to look at SystmConnect.
2. Appointment booking and triage by the duty GP is working well and easing appointment congestion.

Phone System Updates

1. A full callback system should be in place in the next couple of weeks.
Delays have been due to excessive amount of security paperwork, compounded by Dr Bhatoa being on sabbatical.
2. The possibility of a new phone system (at PCN level) needs to be resurrected as some other practices in the PCN are thought to be coming to the end of their contracts. Matt to raise with PCN. **Action: Matt**

Real Estate / Waiting Area

1. There is no news on availability of money for works
2. The Practice is still trying to find a solution for waiting area seating.

Flu Vaccination

1. Matt reported that effectively all over-65s have received their vaccination.
2. However relatively few vulnerable under-65s have been vaccinated. They appear not to want the vaccine despite reports of this year's flu being more serious.

Follow-up to GP Patient Survey

1. The Practice do not plan to conduct their own survey as there is to be a network level survey, probably early in the New Year to which the Practice have had input.

7. Other Group Updates

Membership

1. Two members have recently left the group as they have changed practice (due to personal circumstances).
2. We need to validate the current membership list against the Practice's registered patients. Keith to forward the list to Matt. **Action: Keith**
3. Keith asked if we could have a report of the actual number of patients registered, rather than the (publicly available) NHS weighted value. Matt indicated this was around 8700, which is not very far different from the NHS weighted figure.

"What's Where near Barnabas"

1. The "What's Where" document is due for update.
However as we don't know how much this is used, or how helpful it is, and given the time required to do the review and update, it was agreed to give the list a rest.

Governance Review

1. The Governance Document is due for review early in 2026.
2. Keith to distribute the current document for comment, prior to the revision. **Action: Keith**

This is an error! The Governance Document was revised in early 2025 and is not due for review again until January 2028. Apologies. Keith

January Meeting

1. Keith asked if there was a possibility of having someone from the Practice (probably a GP) to talk briefly to the January meeting about the Practice's use of Artificial Intelligence (AI), and the plans and desires for using AI. **Action: Matt**

8. Outstanding Matters Arising & AOB

Items Carried Forward

1. A formal Quality Improvement Programme for the Practice has been suggested, with a team consisting of (say) 2 clinicians, Practice Manager, 2 from Barnabas Patient Voices. **Action: Matt/Keith**
2. Matt has been asked to consider installing movement detectors in the patient toilets. The existing pull cords are old and soiled, and perceived as an infection hazard. **Action: Matt**
3. Matt was to discuss with Henny the idea of special interest groups. **Action: Matt**
4. It was agreed to drop the proposal for a joint Practice/BPV social event as most Practice staff were not in favour.

Next Open Meeting: Wednesday 21 January; 13:00; on Zoom.

*Keith C Marshall, Chairman
27 November 2025*

Scheduled 2025 Meeting Dates

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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=VmYwODdoWGg2eTFvTlVjVlZyRmhSQT09>
