

Open Meeting, 16 May 2026, at Medical Centre Minutes

Text in underscored italic is post meeting information

Present: Jean Alden, Matt Edwards (Practice Manager), Keith Marshall (Chairman), Noreen Marshall, Harsha Mortemore (Vice-Chair), Bharti Sadhu, Ewa Siwiec

Apologies: Dr Bhatoa, Purminder Gandhu, Rhian Ingram

1. Minutes of the Previous Meeting

1. The minutes of the Open Meeting on 21 March 2026 were agreed and signed.

2. 2026 Annual Report

1. Keith highlighted a few items from the annual report (circulated in advance) for the year ending 31 March 2026:
 - It was generally a quiet year, partly due to there being fewer volunteers available.
 - The group has 85 patient members, spread between direct sign-ups and the Facebook group.
 - Five Open Meetings were held with 13 patient members attending at least once.
 - Keith had continued his monthly member's update.
 - Over the year we ran 16 "Meet the Patients" sessions, but with reduced frequency from December 2025, again due to fewer volunteers.
 - Noreen has continued to run the book exchange; with thanks to others who tidy the books on an *ad hoc* basis, although more help would be appreciated.
 - There were discussions, and suggestions for ways forward following a disappointing National Patient Survey in mid-2025.
2. Looking forward to this current year:
 - Our 2-monthly Open Meetings should continue.
 - Keith will continue with the Monthly Members' Update while members find it useful; although Harsha commented that they were too detailed.
 - The plan is to run a "Meet the Patients" session on the first Wednesday afternoon each month; further dates can be organised if volunteers are available.
 - The group still needs to find a way to recruit more younger, and preferably active, members
3. The Annual Report was agreed and signed.

3. 2025-27 Plan Review

1. Keith has recently reviewed the group's agreed plan for the two years 2025-27, and highlighted a few points.

2. *Attracting New Members*

- It would be good if the clinicians could identify and encourage those they feel are likely to be interested in joining the group.
- Keith suggested the possibility of a small business card sized “flyer” for the group. There could be a supply at Reception to be given to everyone who comes to the window; and a supply in each consulting room for clinicians to give to patients.

Matt committed to discuss this with Angela. **Action: Matt**

3. *Face-to-Face Appointments*

- They are still in demand from patients.
- The Practice regularly discusses this.

4. *Patient Understanding*

- How can we improve patient understanding other than through “Meet the Patients”?
 - The change of “request application” from eConsult (see below) was seen as an opportunity.
 - Keith has created a one page flowchart aimed at helping patients decide who to contact, and will send it to Matt and Harsha for comment/correction. **Action: Keith**
- Matt suggested that this might be better as a short video. This could then be inserted into the display on the waiting area TV screens.

Matt needs to find out how to add such local content. **Action: Matt**

5. *Quality Improvement*

- It has long been suggested (in various guises) that the Practice have a “quality improvement programme”.
- This is envisaged to include a clinician, an admin person and a BPV person as minimum.
- It should meet every couple of months to discuss, for example, the ideas generated at the March meeting and the Practice’s plans.
- There is no intent that discussion include patient or Practice business confidential items.

6. *Phone System*

- The group needs to maintain the pressure on the Practice to improve the phone service.
- Matt reported that he had now been able to make contact with the telephony supplier, but is awaiting useful technical engagement.

7. *eConsult Replacement*

- This has to be made to happen.
- The group was pleased to learn of the plan to replace eConsult (contract runs out in August), with either ACCURX or Blinx PACO (the latter currently being preferred).
- The choice will be made by the PCN.
- Demos to the practices are ongoing.
- Keith & Harsha have both been searching for “demo videos” for Blinx PACO and ACCURX on YouTube.

Harsha to send links to what she has found to Keith. **Action: Harsha**

We’ll circulate links to any useful videos (probably in a Monthly Update).

- It is hoped the new system will also allow the clinicians to have virtual video consultations.
- Matt indicated that this group would be asked to be guinea pigs for testing out the new system.

8. *Volunteers*

- As previously highlighted, the group does not currently have sufficient available volunteers to run big projects and awareness sessions.

9. *Awareness Sessions*

- Matt was asked if the clinicians (doctors and nurses) could and would run regular awareness sessions on a range of subjects (eg. cancer, UTIs, COPD, diabetes ...)
- These were envisaged as being a monthly series of one hour lunchtime slots and include Q&A time.

- It was suggested that these sessions could be run by the PCN for all the practices in order to get a larger audience
However careful consideration will be needed over venues.
- It was suggested that we could engage charity groups and the like to give these sessions. Keith felt that we should get a series running first, and if successful and well enough attended, then we should look at involving outside presenters.
- We would need to think about good publicity.

4. Patient Participation Awareness Week 2026

1. This year the week runs from Sunday 31 May to Saturday 6 June.
2. There is currently a “Meet the Patients” session planned for Wednesday 3 June.
3. Keith asked for other suggestions for activity, and for volunteers.
Giving out flyers was suggested.

5. Members Feedback & Issues

1. Keith started by expressing thanks to Dr Kooner for a pragmatic approach to a recent UTI by prescribing antibiotics with no need for consultation etc. etc.
2. Appreciation was also expressed for our Clinical Pharmacist, Shazmeen.
3. Harsha expressed concern that (especially the younger) doctors are all too often not reading eConsults or patient notes before phoning them.
4. Bharti was concerned at the time waiting at reception, with no-one on the actual front desk, just to leave a sample.
5. Noreen commented that while the Practice is quick to turnaround repeat prescription requests they are often held up at the pharmacy (quite probably due to supply chain issues). Sadly due to Iraq War and the closure of the Strait of Hormuz the supply chain issues are not likely to improve soon.

6. Practice Updates

1. *Staff Updates*
 - Dr Bhatoa has returned from sabbatical.
 - Unfortunately Dr Navan is leaving the Practice in June due to commuting and family conflicts.
Plans are in place to cover the gaps until Dr Strang returns from maternity leave in September.
 - There are plans to recruit two receptionists; increase nursing by 2 days a week; and possibly hire an additional administrator/medical secretary.
2. *Real Estate & Waiting Area*
 - Improvement works still need financing; this is under discussion.
 - Keith suggested possible approaches to making an additional consulting room within the current building; however Matt indicated that this is not feasible given the likely cost.
3. *Check-in Screen*
 - Matt is in contact with Jayex and is hopeful they will be able to supply a replacement.
4. *Covid, Flu etc.*
 - The Practice expects to provide flu vaccination as usual this coming autumn.
 - However it has been decided not to offer Covid boosters this autumn.
5. *CRD*
 - There is to be a national drive to identify patients with or at risk of **C**ardiac, **R**enal and **D**iabetes conditions and help them.
6. *Ideas from March Meeting*
 - Matt is working on finding a suitable “fun for kids” rubbish bin for the waiting area.

7. *AI Notetaking*

- Both proposed replacements for eConsult have an AI component.

8. *ICB Merger*

- The new ICB (a merger of North West London and North Central London ICBs) is now in place, but most workstreams are still being organised.
- The ICB covers about 5 million patients (which is half the population of London) but with half the previous budget.

7. Other Group Updates

1. Annual Member Validation is still outstanding with Matt. **Action: Matt**
2. Keith's Practice "Service Report" poster is now available on the website.

8. Matters Arising & AOB

1. Matt suggested that the next meeting could be combined with an open coffee morning and a Q&A session with Clinical Pharmacist, Shazmeen.
Keith & Matt to discuss the details in the next week or so. **Action: Keith/Matt**
Matt to discuss with Shazmeen. **Action: Matt**
2. **Next Open Meeting:** Saturday 18 July; 10:30; at the Medical Centre.

Keith C Marshall, Chairman
18 May 2026

Scheduled 2026 Meeting Dates

- 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

**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=VmYwODdoWGg2eTFvTVJvZyRmhSQT09>
