

Open Meeting, 18 July 2026, at Medical Centre Minutes

Text in underscored italic is post meeting information

Present: Cecilia Chiu, Sennen Chiu, Matt Edwards (Practice Manager), Rhian Ingram, Maggie Lopez, Brevina Mantora, Keith Marshall (Chairman), Noreen Marshall, Ewa Siwiec

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

The meeting was preceded by a Q&A session with the Practice's Clinical Pharmacist, Shazmeen Gulamhussein.

Quick bullet points from the discussion:

- Hospital letters which change medication are not always actioned as this is not automatic. It is possible that AI could be used to improve the process.
- BG test strip repeat prescriptions were audited earlier this year. They should remain on the repeat list for all Type 1 and Type 2 patients on insulin, but some have been missed.
- Befriending of vulnerable patients was seen as needed; some community pharmacies may be able to help with this.
- Grapefruit interactions with drugs are unfortunate and should not be ignored (there's a risk of overdose) although very occasional grapefruit is probably OK.
- The notes field on repeat requests doesn't always get to the Clinical Pharmacist
- If a repeat prescription is not agreed by the Practice, the patient is not informed.
- Shazmeen encouraged patients to contact her.

Our thanks to Shazmeen for giving up her time on a Saturday morning and answering our questions.

1. Minutes of the Previous Meeting

1. Introductions all round.
2. The minutes of the Open Meeting on 16 May 2026 were agreed and signed.

2. 2026 GP Patient Survey Results

[The visuals are attached at the end of these minutes.]

1. Keith talked briefly about the results of this year's GP Patient Survey.
2. The survey is of a random selection of patients (the Practice has no input to this) and usually conducted during January to March.
3. Overall this year's results are very disappointing (although slightly better than last year).
4. The Practice was rated 10th out of the 11 practices in the PCN.
5. Every measure is significantly worse than the Practice was scoring prior to Covid. Given that all practices were hit by Covid, how have others recovered; and what are other practices in the PCN doing which Barnabas are not.

6. Matt replied that the Practice is in the process of switching from eConsult to ACCURX and a full triage system, which experience elsewhere suggests will reduce call volumes by 80%.
[More on this below.]
7. The current system is close to being overloaded and unsafe due to the number of patients GPs are having to see.
8. It was observed that telephone triage regularly takes more than the expected 10 minutes.
9. It was noted that patients of The Grove practice nearby seem to have a much better understanding of healthcare etc. than do our Patients.
10. It was agreed that we should be back in the top half of the table.
11. Hope for improvement is being pinned on ACCURX.

3. Members Feedback & Issues

[In the interests of time, discussion of this item was cut short due to the wide-ranging discussions in the Q&A session beforehand]

1. Maggie asked whether there could be a suggestion box in the waiting area.
Matt responded that there used to be one, but it was removed after a number of distasteful, even pornographic, messages were posted there which upset the reception staff. The decision was made not to replace the box.
2. Maggie also asked about Saturday opening.
The Practice opens about seven times a year, on rotation with the other practices in the PCN, for pre-booked appointments.
There are also occasional Saturday clinics for flu jabs etc.
3. Yes, the Practice does still have a regular phlebotomist.

4. Practice Updates

1. **ACCURX**
 - a. In common with all local practices, Barnabas is in the process of migrating from the eConsult appointment request system to ACCURX, and it is expected that the new system will be fully live by the end of the month.
 - b. ACCURX is much more able to be tailored, easier for patients to use as it has just a few free text boxes to complete (rather than multiple questions), and experience elsewhere suggests that once bedded in it will reduce the number of phone calls by 80%.
 - c. The Practice will be communicating the change to all patients (hopefully by text message or email).
 - d. It is expected that ACCURX will provide flyers and posters, which should contain links to the new system and to helpful videos etc.
 - e. Under ACCURX the appointment booking system will change, and effectively all requests will need to come via ACCURX. There are plans for reception to complete an ACCURX form for anyone phoning up, or walking in, and who can't complete the form themselves.
2. **Staff Updates**
 - a. The Practice is in the process of recruiting a further two receptionists.
 - b. Dr Gurung has now been appointed as a salaried GP (previously a locum) to replace Dr Navan.
 - c. Dr Strang is expected to return from maternity leave in November.
 - d. The Practice hopes to have the funding to hire another GP.
3. **Phone System Updates**
 - a. The proper call-back facility is expected to be implemented soon; Matt is awaiting a date from the engineers.
4. **Real Estate & Waiting Area**
 - a. Finance for improvement works is still under discussion, with a meeting with the Practice's accountants due in the next few weeks.

5. *Check-in Screen*
 - a. Dr Kooner is due to remove the existing screen.
 - b. Matt is still chasing a supplier for a new screen.
6. *Covid, Flu etc.*
 - a. Flu vaccine delivery is expected in early September and invitations are likely to start going out in late August.
 - b. Meningitis vaccination is now available for those eligible.
7. *NHS England GP Patient List Validation*
 - a. Matt was asked about NHSE's ongoing validation of GP lists and removal of patients from lists.
 - b. This is essential for the Practice due to the high patient turnover because of many short term residents.
8. *ICB Merger*
 - a. Matt still has no contact route into the new ICB.

5. Other Group Updates

1. *Annual Member Validation.*
 - a. This is still outstanding.
 - b. Matt asked Keith to send a new list for validation. **Action: Keith**
2. *Volunteers*
 - a. Volunteers are still welcome to help with the "Meet the Patients" sessions and the Book Exchange.
 - b. Ewa has volunteered to help with the Book exchange, and will discuss this with Noreen.
Action: Noreen/Ewa
3. *Ideas from March Meeting*
 - a. Matt suggested that he and Keith meet with Dr Bhatoa in September, after ACCURX is live and stable. **Action: Matt**

6. Matters Arising & AOB

1. Matt asked for the next meeting to be brought forward a week to 12 September.
This was agreed. **Action: Keith** *Done*

Next Open Meeting: Saturday 12 September; 10:30; at the Medical Centre.

Keith C Marshall, Chairman
25 July 2026

Scheduled 2026 Meeting Dates

- Saturday 12 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=VmYwODdoWGg2eTFvTVJvZyRmhSQ09>

GP Patient Survey 2026 :: Barnabas vs Other PCN Practices

National	ICB	Practice ==>	Barnabas	Attendale	Doncaster Drive	Elmtrees	Grove	Greenford Road	Hillview	Islip Manor	Mandeville	Meadow View	Perivale
		Practice Code ==>	E85127	E84059	E85053	E85112	E85725	E85050	E85054	E85098	E85108	E85643	E85111
57%	62%	Easy to Contact on Phone	28%	55%	60%	57%	82%	68%	57%	65%	78%	67%	77%
58%	57%	Easy to Contact via Website	47%	56%	49%	49%	64%	58%	43%	52%	69%	67%	68%
54%	54%	Easy to Contact via NHS App	37%	32%	55%	44%	48%	60%	56%	53%	71%	66%	65%
85%	83%	Reception/Admin Team Helpful	71%	67%	83%	85%	97%	75%	71%	70%	92%	91%	88%
42%	42%	Usually see/speak to preferred healthcare professional	44%	42%	42%	39%	55%	43%	44%	22%	58%	57%	41%
84%	83%	Knew Next Step after Contacting Practice	72%	74%	83%	82%	95%	83%	75%	70%	81%	94%	77%
93%	91%	Knew Next Step Within 2 Days of Contacting Practice	82%	81%	85%	90%	95%	97%	92%	91%	95%	87%	87%
73%	73%	Overall Experience of Contacting is Good	51%	51%	71%	65%	86%	70%	59%	68%	83%	81%	78%
57%	62%	Were offered choice of time or day	41%	22%	71%	59%	78%	58%	56%	45%	79%	75%	75%
16%	16%	Were offered choice of location	14%	16%	2%	10%	17%	3%	15%	11%	11%	7%	9%
69%	68%	Waited right amount of time for appointment	43%	46%	73%	62%	74%	72%	62%	66%	68%	78%	78%
87%	86%	Healthcare Professional Good at Listening	80%	68%	84%	84%	94%	88%	78%	80%	87%	92%	85%
86%	84%	Healthcare Professional Good at Treating with Care & Concern	75%	66%	77%	83%	90%	84%	74%	76%	91%	91%	78%
75%	75%	Healthcare Professional Good at Considering Mental Wellbeing	67%	57%	69%	73%	80%	73%	68%	67%	84%	91%	81%
92%	92%	Healthcare Professional had all the Needed about Patient	89%	84%	87%	88%	96%	93%	90%	90%	88%	92%	88%
93%	92%	Patient had Confidence & Trust in H/C Professional	87%	73%	86%	89%	96%	95%	88%	89%	93%	98%	87%
92%	91%	Patient Involved as Much as They Wanted	89%	69%	83%	89%	94%	87%	84%	82%	90%	98%	90%
90%	89%	Patient's Needs were Met	80%	68%	90%	84%	91%	88%	88%	79%	87%	92%	87%
70%	66%	Enough support from Local Services in Last 12 Months	35%	73%	76%	71%	75%	74%	57%	57%	78%	77%	62%
77%	75%	Overall Experience was Good	59%	56%	66%	69%	89%	76%	66%	69%	79%	88%	84%
		Best in PCN	0	0	0	0	7	1	0	0	5	6	1
		Worst in PCN	3	13	0	0	0	0	1	2	0	0	0
		Delighted but not Best	3	0	4	5	5	5	4	3	7	6	7
		Best + Delighted - Worst	0	-13	4	5	12	6	3	1	12	12	8
		Relative Ranking	10	11	7	6	1=	5	8	9	1=	1=	4

GP Patient Survey 2026 :: Barnabas Results cf. Previous Years

Practice ==>	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Easy to Contact on Phone	28%	24%	28%					73%	84%	68%	73%
Easy to Contact via Website	47%	34%	49%								
Easy to Contact via NHS App	37%	26%									
Reception/Admin Team Helpful	71%	65%	70%	78%	78%			91%	97%	84%	83%
Usually see/speak to preferred healthcare professional	44%	22%		50%	42%			67%	66%	77%	71%
Knew Next Step after Contacting Practice	72%	66%	60%								
Knew Next Step Within 2 Days of Contacting Practice	82%	93%	88%								
Overall Experience of Contacting is Good	51%	36%	52%	53%	62%						
Were offered choice of time or day	41%	34%		67%	89%			65%	70%		
Were offered choice of location	14%	11%									
Waited right amount of time for appointment	43%	44%									
Healthcare Professional Good at Listening	80%	86%	83%	84%	80%			93%	92%	86%	84%
Healthcare Professional Good at Treating with Care & Concern	75%	87%	83%	86%	74%			93%	92%	76%	79%
Healthcare Professional Good at Considering Mental Wellbeing	67%	63%		77%	85%			89%	79%		
Healthcare Professional had all the Needed about Patient	89%	93%	92%								
Patient had Confidence & Trust in H/C Professional	87%	95%	96%	96%	85%			97%	95%	94%	98%
Patient Involved as Much as They Wanted	89%	92%	91%	90%	85%			97%	93%		
Patient's Needs were Met	80%	95%	90%	91%				97%	93%		
Enough support from Local Services in Last 12 Months	35%	59%		56%				84%	76%		
Overall Experience was Good	59%	60%	64%	71%	71%			87%	91%	78%	75%

GP PATIENT SURVEY

Results from the 2025 survey

Practice details

The Barnabas Medical Ctre

Girton Road, Northolt, UB5 4SQ

E85127 Practice code

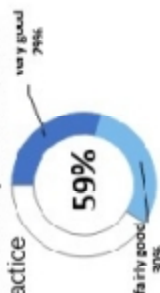
472 surveys sent out

116 surveys sent back

25% completion rate

Overall experience

Good overall experience of this GP practice



	Very Good	Fairly Good
National	46%	31%
ICS	75%	32%

① Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant

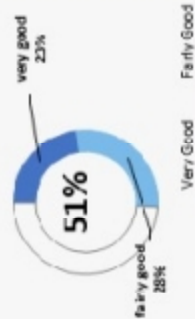
Data by Ipsos

The Barnabas Medical Ctre



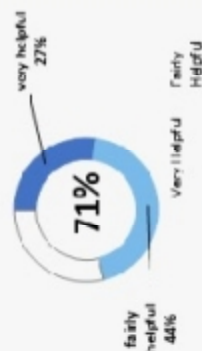
Accessing the practice

Good overall experience of contacting this GP practice



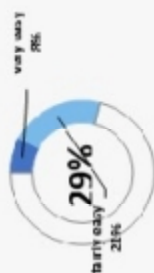
	Very Good	Fairly Good
National	42%	31%
ICS	74%	30%

Helpfulness of reception and administrative team at this practice



	Very Helpful	Fairly Helpful
National	45%	41%
ICS	83%	41%

Easy to contact this GP practice on the phone



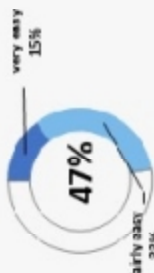
	Very Easy	Fairly Easy
National	23%	34%
ICS	62%	34%

Knew what the next step would be after contacting this GP practice



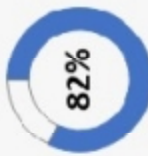
	Yes, knew next step	Yes, knew within two days
National	84%	53%
ICS	83%	51%

Easy to contact this GP practice using their website



	Very Easy	Fairly Easy
National	27%	31%
ICS	27%	30%

Knew what the next step would be within two days of contacting this GP practice



	Yes, knew within two days	Yes, knew within two days
National	53%	53%
ICS	51%	51%

For more information about this practice, please go to: <https://Gp.Patient.Care.Uk/Patient-experiences/?practice=E85127>



GP PATIENT SURVEY

Results from the 2025 survey

Practice details

The Barnabas Medical Ctre

Girton Road, Northolt, UB5 4SQ

E85127 Practice code

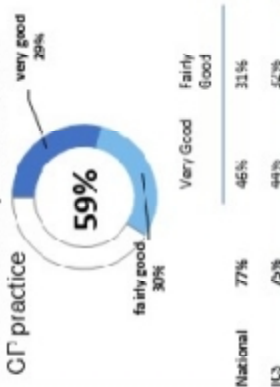
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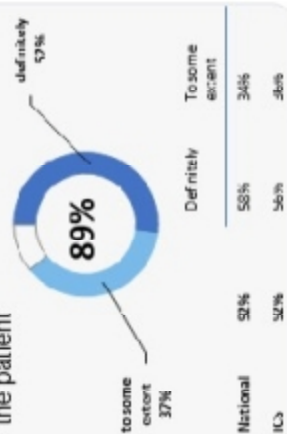
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Data by Ipsos

The Barnabas Medical Ctre

Experience at last appointment

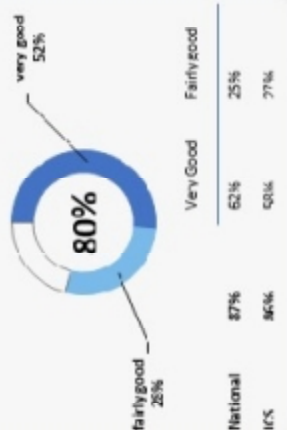
The healthcare professional had all the information they needed about the patient



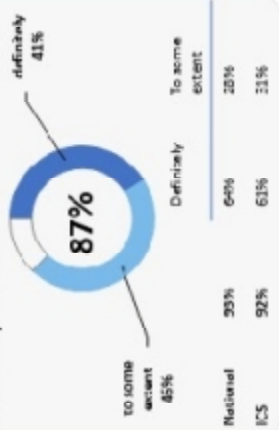
The patient was involved as much as they wanted to be in decisions about their care and treatment



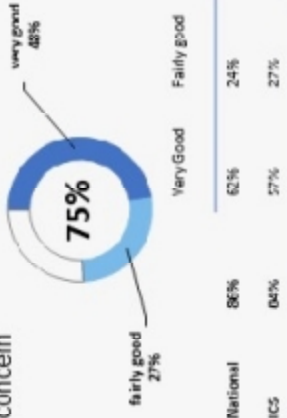
The healthcare professional was good at listening to the patient



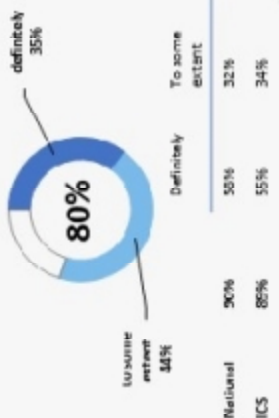
The patient had confidence and trust in the healthcare professional they saw or spoke to



The healthcare professional was good at treating the patient with care and concern



The patient's needs were met

For more information about this practice, please go to: <https://Gp.Patient.Care/HealthcareProviders/HealthcareProviders-ICS-127>