***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the meeting held on 26 April 2017**

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| **Present** | | Mr Machin, Mrs Ball, Mrs Jordan, Mrs Down, Mr Greatrix, Mrs Connolly, Mrs Thompson, Mrs Bardwell, Mrs Baxter |
| **Apologies** | | Mrs Poston, Mr Kemmett, Mr McAreavey, Miss Ginns, Miss Marshall,  Mrs Moore, Dr Whitfield |
| **In Attendance** | | There was no speaker for this meeting |
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| **2.** | **Matters arising** – the minutes of the last meeting were accepted as an accurate record; the following matters arising were noted:   * The easter basket had been won by a patient from Kirton attending the warfarin clinic. He was very pleased to have won * There was a discussion about the usefulness of the practical driving sessions some members had undertaken as part of the ‘Mileage for Life’ course, other members yet to do theirs * Further discussion about the refurbishment and replacement of couches and chairs as part of an ongoing programme. * The ECG has still not been purchased, the funds are earmarked for the purpose, Mrs Baxter experiencing some challenges in getting agreement about the type of ECG to purchase! | |
| **3.** | **Practice Update –**  Mrs Baxter reported that the practice would welcome a new female GP in the next few weeks, Dr Indre Licyte, from Lithuania. She is part of the International Recruitment programme facilitated by the Local Medical Committee (LMC). Dr Licyte will have a thorough induction before being able to see patients independently but it is hoped this won’t take too long – although bureaucracy and paperwork is a complicating factor.  Mrs Baxter had hoped to present an ‘end of year’ report about the volume of consultations, telephone calls, referrals etc over the past year, unfortunately she had not been able to complete the work but would hope to do so before the next meeting and also include the annual complaints review. | |
| **4.** | **AGM** –  Agreed that this should take place at the next meeting  Posters to be put up in the waiting room  Officers should be (re)-elected  Mrs Baxter to prepare reports and sent out the current constitution with the minutes of this meeting as this needs to be reviewed/amended at the AGM | |
| **5.** | **Update on Fundraising activities –**  Current funds = £1,661.10  The accounts had been updated today.  There is an excellent selection of books available and the turnover is still very good, giving value for money at 50p per book. Some patients use this like a library by returning a book and purchasing a new one. | |
| **8.** | **Questions, comments and suggestions**: -   * The annual complaints review is in progress and has to be submitted to NHSE by the end of the month. Mrs Baxter will prepare a summary for the next meeting. There was a lively discussion about patients wasting time with trivial complaints and not wanting to take responsibility for their own health.   Mrs Baxter reported that the practice has received a number of complaints about the community nursing service – this is not a service that is managed by the practice and therefore these complaints are passed to Lincolnshire Community Health Services NHS Trust (LCHS) to be resolved. It is particularly frustrating for patients, the community staff and the practice that community services have been re-commissioned and reorganised resulting in caseload and time constraints being placed on the staff. Practice Managers in the locality are in negotiation with the Clinical Commissioning Group (CCG) to have some of the unrealistic targets relaxed/removed. Community staff are leaving or going off sick and no cover provided which puts extra pressures on the remaining staff   * Mrs Baxter also reported that the recent news story regarding ‘lost’ paperwork had affected the practice with a number of items dating back to 2011 having been received for review and action. Happy to report that none of the patients affected had come to any harm and in most cases the ‘lost’ item was already in the medical record. However this had created a substantial piece of work for admin and clinical staff. The practice is to be paid £250 for the extra work. | |
| **9.** | **AOB**   * Mrs Down asked if there could be an explanation of any abbreviations in the minutes * Mrs Thompson was pleased to report that a relative had received very good service when being referred back to Guy’s hospital for cancer treatment * There had been no further interest in the driving course, today’s theory session was cancelled because insufficient numbers. Display and information still in the waiting room. * NAPP bulletin for March circulated * NAPP AGM discussed but is in Basingstoke which is too far to travel * The next Patient Council meeting is in Woodhall Spa on 22 June | |
| **10.** | **Date and time of next meeting**  Wednesday 7 June 2017  6.30 p.m at Fairfax House | |