***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the meeting held on 30 August 2017**

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| **Present** | | Mr Machin, Mrs Connolly, Mrs Ball, Miss Marshall, Miss Ginns, Mrs Down,  Mr Greatrix, Mrs Jordan, Mrs Poston, Mrs Baxter |
| **Apologies** | | Mr McAreavey, Mr Kemmett, Mrs Thompson, Caroline Bardwell |
| **In Attendance** | |  |
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| **2.** | **Matters arising** – the minutes of the last meeting were accepted as an accurate record.   * ECG has been purchased and is in place, staff have received training * Mrs Baxter asked to remind GPs about attending * Does the new check-in machine work? Mrs Baxter updated that no issues or problems had been reported to her, other than the machine is very sensitive * Mrs Connolly pointed out some typing errors in the last minutes, to be corrected. | |
| **3.** | **Practice Update –**   * Flu clinic dates have been finalised, fliers and posters are being organised. Members asked to encourage patients to have their flu jab at the surgery. Every vaccine given at pharmacy for example costs the practice approx. £20. This amount is made up of the lost service payment, the prescription payment and potentially the cost of the vaccine if it needs to be destroyed at the end of the season * The practice has been asked to undertake a review of dispensing patients. NHS England are applying the regulations quite stringently this time and some of these are quite complex and difficult to explain to those affected! Around 25 patients in total have lost dispensing status and only a few of these by reason of change of address, the others because they have registered from a non-dispensing practice without a change of address * Shingles vaccine – eligible if you are age 70 with birthday after 1 September 1942 – ie 70 to 75. Unfortunately there is still a gap in eligibility as not eligible again until age 78 and not eligible at all once you are 80! * The practice will be offering nasal flu vaccine to 2 and 3 year olds and will send invitations once vaccine supply and delivery is confirmed * DNAs – numbers are getting worse despite text reminders etc. The cost of administering letters etc to offenders outweighs the benefits, causes ill feeling and extra work. Another article to go in the next newsletter * Waste medicines project – the amount of unused medicines returned to the practice is shocking, some months it can amount to thousands of pounds. Patients should be encouraged to be honest with the doctor if they are not taking the medications, doctor won’t be angry but it will help him/her to help the patient better. | |
| **4.** | **Update on Fundraising activities –**  Funds now stand at £1,867.60  Mr Nundy has kindly arranged for the proceeds of the Easy Listening dance with Dave Logan and Pat Campbell to be for the Forum. Event is Friday 8 December 7.30pm in Swineshead Village Hall, 7.30pm. Prizes needed for raffle please.  Also an afternoon concert with John Cooper, 9 September 2018, 2.30pm  Members discussed and agreed to provide tombola and cake stall at the open flu clinic on Saturday 14 October from 9.00am. Those who can attend should arrive just before opening time to allow for setting up. Prizes also needed for this, Mrs Baxter can store for the time being and will ask staff for any items they may have. | |
| **5.** | **Questions, comments and suggestions**: -   * Could there be a BP machine in the waiting room? Would it save GP time? Practice had one on loan previously but removed for infection control reasons during the swine flu season. These are very expensive to purchase and GPs were not confident in the BP measurements at the time so likely not support the purchase now. * Complaints about Lincolnshire Community Health Services (LCHS) and community staff need to be directed to LCHS not the practice. Mrs Baxter can provide contact details if needed and is accessible on the internet. The practice does not employ or manage the community staff and cannot deal with complaints. Mrs Baxter will pass on complaints and comments to the team manager but that is the limit of influence. * Member reported that a patient was frightened to complain about a GP because of reprisals. Mrs Baxter assured members that complaint records are kept independent from clinical records and would not influence clinicians in the future care or treatment of the patient | |
| **6.** | **AOB**   * NAPP bulletin for July circulated to those present * Miss Ginns asked if patients could be referred directly for back injections? * Hearing aid service now supplied by SpecSavers rather than hospital or health clinic. Minor problems and batteries can be dealt with without an appointment. Patients need to take book and NHS number. | |
| **7.** | **Date and time of next meeting**  Wednesday 18 October 2017  6.30 p.m at Fairfax House | |