***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the meeting held on 19 July 2017**

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| **Present** | Mr Machin, Mrs Connolly, Mrs Ball, Miss Marshall, Miss Ginns, Mrs Down,Mrs Thompson, Mrs Baxter |
| **Apologies**  | Mrs Poston, Mr McAreavey, Mr Kemmett, Mrs Jordan, Mr Greatrix, Caroline Bardwell |
| **In Attendance** | Mr Nick Danvers, Swineshead Friends |
|  | Mr Danvers is secretary for Swineshead Friends, he attended the meeting to give an update on the work of the scheme so far. Swineshead Friends is a ‘good neighbour scheme’, one of several in Lincolnshire. A publicity leaflet explaining what the scheme is and what it can do was circulated to members. The leaflet has been circulated to every household in Swineshead.The scheme is run by a small committee supported by a group of unpaid volunteers.There is now a call system in place and a database of clients and volunteers is being put together; this will also record visits and have links to all protocols and policies. There have been various sources of funding to get the scheme up and runningAll volunteers are DBS checked and undergo an induction programme including safeguarding training. Volunteers must also sign a confidentiality agreementProspective clients have a brief risk assessment conducted by committee members to identify what help is needed. The types of help on offer are listed in the leaflet but basically this is for short term help or simple errands and not a ‘care’ service.There is a possibility that Bicker village might develop its own scheme linked into the Swineshead one. Mr Danvers described the long process that has taken place to get the scheme going and the fact that the committee now consists of only 2 members and of course more are needed; however there are sufficient volunteers for the presentMr Machin commented that people are unwilling to ask for help because they may feel vulnerable and do not want to be taken advantage of. Mr Danvers recognised that the Forum is mostly made up of people from other villages where there is no similar scheme in place. The surgery and in particular the Older Adult Nurse are well placed to promote the scheme to patients. Mr Danvers will arrange to come and speak to the practice team.Mr Machin thanked Mr Danvers for updating the members about the scheme |
| **2.** | **Matters arising** – the minutes of the last meeting were accepted as an accurate record. * Mr McAreavey had asked about the information shown on online appointments. Mrs Baxter had explained that after some investigation it appeared that the online details show the appointment slot type ie what it is set up as in the diary and not necessarily the reason it is booked! Nothing the practice can do about that. Also it became apparent that online appointments had somehow been limited to the patient’s usual GP. This limit should not have been imposed and has been removed – a mystery!
* Mrs Baxter had reminded GPs about the Forum and will continue to do so but cannot insist that one attends
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| **3.** | **Practice Update –*** The replacement self check-in machine has been installed. It is very sensitive so please be gentle when using it!
* The practice has also needed to purchase new label printers for the dispensary
* Nurse Charli and 2 receptionists will be going off on maternity leave. There is a new nurse in post. Charlotte is an experienced community nurse but is new to practice so is developing her skills.
* Dr Yesmin has been popular and received good reports. Her last day with the practice will be 27 July
* From 2 August there will be 2 GP Registrars, Dr Aslam for her first GP rotation for 4 months and Dr Ojoye will return for his final GP placement and will be with us for 12 months. Dr Daniel Yeo will be with the practice as a Year 2 Foundation doctor.
* Wi-fi has been installed in the practice but has not been made available to the public as yet because it interferes with the internal network!
* Shingles vaccine – eligibility criteria have changed. Patients can have the vaccine as soon as they’ve had their 70 birthday. No longer eligible once you’ve had you’re 80 birthday. Reception have the details. Patients in the older age group ie 78 or 79 have been sent reminders. Invitations to the younger age group will be sent out later.
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| **4.** | **Update on Fundraising activities –** Funds now stand at £1,789.10Mrs Poston reports that Mr Nundy will fit us in for a concert at some point.An ECG machine has been identified (finally)Chairs still to be purchased but this is not a priorityBooks continue to do wellMembers agreed to do cakes and a raffle when flu clinics are on – dates to be confirmed when vaccine delivery dates are known |
| **5.** | **Questions, comments and suggestions**: - * Discussion about cover for practice nurses
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| **6.** | **AOB*** NAPP bulletin for June circulated to those present
* Discussion about the consultation for the walk-in centre in Lincoln
* Further discussion about 8 till 8, 7 day opening and the impact this would have on services/the practice if there were no further funding
* Mrs Thompson offered apologies in advance for the next meeting.
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| **7.** | **Date and time of next meeting** Wednesday 30 August 2017 6.30 p.m at Fairfax House |