***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the meeting held on 10 January 2018**

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| **Present** | Mr Machin, Mrs Ball, Mrs Jordan, Mrs Connolly, Mrs Poston, Mrs Thompson, Mr Greatrix, Mrs Baxter |
| **Apologies**  | Caroline Bardwell, Mr McAreavey, Mrs Down, Mr Kemmett,Miss Ginns, Miss Marshall |
| **In Attendance** | Ben Sandall – Project Manager, Locality Neighbourhood Team, LECCG |
|  | Ben explained about the Neighbourhood Team project, the national focus being on health and social care (and other agencies) working better together to provide care for patients. The Boston locality practices have been awarded some money as a pilot site for a neighbourhood team in the area, Ben has recently been appointed as the Project Manager to get things in place by 31 March. The neighbourhood team would help with situations such as discharge from hospital to make sure appropriate support was in place.Receptionists and admin staff from the local practices are undergoing ‘care navigation’ training to enable them to direct and point patients to more appropriate sources of care and support rather than just the GP. Underlying this is the need to ensure that other services, including the voluntary sector, can cope with a potential increase in requests for help and support.In the ‘good old days’ there was the home help service, now the care service has a lot of constraints and carers are limited in what they are ‘allowed’ to do, so the service is less personal and people generally have less confidence in the serviceBefore the neighbourhood team is fully operational – bearing in mind something must be in place by the end of March – there will be some education/news items for patients about why practice staff will be asking questions. The members felt there was more acceptance about this because of the triage service in operation at the practice so didn’t think there would be a huge change. Also there needs to be the understanding that all NHS staff are covered by the same confidentiality rules, it is important to maintain privacy.The NHS as it stands cannot continue, there has to be change in order to protect and sustain it for the future, neighbourhood working is one approach to this. The members thought this was an interesting discussion and asked Ben to return at a future date (probably in April) to update them on progress. |
| **2.** | **Matters arising** – the minutes of the last meeting were accepted as an accurate record. * The concert proceeds were very good considering the size of the audience – coincided with village Christmas market
* Mrs Baxter confirmed that flu vaccine has been ordered for next year with appropriate types of vaccine including the recently licensed product for over 75s
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| **3.** | **Practice Update –**Mrs Baxter informed members that she would be leaving the practice at the end of March. Her replacement has been appointed, he is an experienced Practice Manager from a local practice and is involved with the patient group at his current practice. Mrs Baxter agreed that she would invite him to the next meeting in order to meet the members and make plans accordinglyWinter pressures are the same as everywhere else, lots of coughs and colds etc best kept at home unless they don’t clear up. Patients are often insistent about antibiotics but they won’t work for viral illness. GPs are fed up with repeating the message!Another registrar starting with us in February with Dr Alam as her supervisor, she will be part time so with the practice for 6 months.The receptionists appointed to cover maternity leave are settling in well and getting to grips with the various procedures. |
| **4.** | **Update on Fundraising activities –** Currently £2,546.67 in fundsConcert and hamper provided good amounts and the book stall continues to do well.Mrs Baxter will ask about a hamper for easter.Dr Zubair has not chosen his cautery equipment yetIs there anything reception needs to make the job easier?Refurbishment and replacement of couches and waiting room chairs still outstanding |
| **5.** | **Questions, comments and suggestions**: - * Mr Spencer had complained that minutes were not on website quickly and could they be emailed to him. Mrs Baxter had sent an explanation and repeated invitation for him to attend the meetings
* Is the list of non-nhs charges displayed in the waiting room? Mrs Baxter will check and print out some more leaflets
* It was suggested that one or two appointments are double booked to allow for DNAs. Mrs Baxter was not sure this would be a popular suggestion with the GPs as quite often everyone attends their appointment which would increase waiting times.
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| **6.** | **AOB*** NAPP newsletter 124 circulated
* Meeting dates for the year had not been finalised as yet, Mrs Baxter to look at these before the next meeting
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| **7.** | **Date and time of next meeting** Wednesday 21 February 2018 6.30 p.m at Fairfax House |