The Swineshead Medical Group

****

**![C:\Users\tppuser\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\2JJEOTN1\1318812278[1].png]()Fairfax House Patient Forum**

**Minutes of the meeting held on 31st October 2018**

|  |  |
| --- | --- |
| **Present** | Mr Derek Machin (DM) (Chair) Mrs Angela Ball (AB) (Vice Chair) Mrs Barbara Connolly (BC) Mr Gerald Greatrix (GG) Mrs Linda Jordan (LJ) Mr William McAreavey (WM) Mrs Sandra Thompson (ST)Mr David Harding (DH) (Practice Manager) |
| **Apologies**  | Mrs Janet Poston (JP), Mr Michael Atkinson (MA), Mrs Margaret Down (MD), Miss Deanna Ginns (DG), Miss Phyllis Marshall (PM), Mr Ramon Kemmett (RK)  |
| **In Attendance** |  | **Actions** |
| **1.** | **Swineshead Nurses**Charlotte Scotney gave a short presentation about the nursing team. She explained that due to her being full time and Linda Leech being part time she is now the lead nurse. Charlotte explained the nurses hours and what duties they performed. The Nurses do much more now so this can free up GP time. The HCSW also do more to compensate for the nurses time.AB congratulated Charlotte on her promotion and the committee agreed this was appositive step. |  |
| **2.** | **Apologies** – as above |  |
| **3.** | **Minutes of last meeting –** 18th September 2018Certified as a true and accurate record* Matters arising – AB asked if DH managed to find out about how often patient’s should have their Thyroid checked? DH said that this is only done if a patient has symptoms or if they have a diagnosis of a thyroid disorder it should be done once a year.
 |  |
| **4.** | **Practice Update*** Complaints
	+ A patient was referred for hernia and wanted to know why there had been such a delay in getting treatment. DH investigated and sent a letter explaining that referral in Oct 17 was sent to Pilgrim. They requested Prior Approval which was refused. They did nothing. No letter from Pilgrim sent to GP. When patient came back in July 18 we referred to Parkside they have long waiting list.
	+ Duty of Candour letter sent for Breach of confidentiality – a member of staff telephoned the patient’s preferred telephone number and asked for Mr X. The person at the other end of the telephone said speaking. The person at the other end of the telephone was the son not the father and it was the father that we needed to speak to.
* Compliments
	+ Patient called to thank everyone for their help after the loss of her husband and son.
	+ Thank you card from a couple who are moving to Nottingham to be closer to family
* Suggestions
	+ Nil of note
* Significant Events
	+ A patient was seen by a GP and referred to Crisis Team. Crisis team said patient was not at risk. The patient then was seen in A&E because of an attempted suicide.
* Staff Update
	+ 4th Dec 18 Dr Lunga GP Registrar Finishes placement
	+ 4th Dec 18 Dr Kuek Kim FY2 Finishes placement
	+ 4th Dec 18 Dr Carla Siquiera FY2 Finishes placement
	+ 5th Dec 18 Dr Ezire GP Reg Here for 4 months
	+ 5th Dec 18 Dr Saleem FY2 Here for 4 months
 |  |
| **5.** | **Update on Fundraising activities*** Current funds available (see attached)
* AB said the Flu clinic raffle and cake stall managed to raise about £200. AB and DH thanked everyone who contributed and to the committee members who came to help.
* AB asked DH to thank the reception staff who contacted all the raffle winners after the event.
* AB said that Margaret and Sandra had contributed £10 towards the patient fund because they were unable to contribute to the raffle or help on the day. DH thanked them for their contribution.
 |  |
| **6.** | **NAPP Newsletters**  |  |
| **7.** | **Proposed Meeting Date for 2019**DH has looked at the calendar and the proposed the dates below for future meetings. They are a continuation of the current meetings.

|  |  |
| --- | --- |
| Wednesday 23rd January | Starts at 1 pm |
| Wednesday 6th March  | Starts at 6.30 pm |
| Wednesday 17th April  | Starts at 6.30 pm |
| Wednesday 29th May  | Starts at 6.30 pm |
| Wednesday 10th July  | Starts at 6.30 pm |
| Wednesday 21st August | Starts at 6.30 pm |
| Wednesday 2nd October | Starts at 6.30 pm |
| Wednesday 13th November | TBC |
| Wednesday 18th December | TBC |

The meeting time was discussed and because two members had to send their apologies because of work commitments and the amount of apologies for this meeting it was decided that the committee would see what the attendance was like at the next meeting and if required we might have to change it back to 6.30pm. |  |
| **8.** | **AOB**DH gave an update on the Referral Facilitation Service (RFS) that has been commissioned by the CCG. The committee thought that this was depersonalising the service given by the practice and the service provided by the practice was very good. None of the members thought this service would improve things and felt this was unnecessary and a waste of NHS money.DH said that he has been contacted by the Editor of the Doningtonian and unless they can find a new editor the magazine will discontinue. DM said that the fence along the road had broken and needed to be fixed or replaced. DH has reported this to the landlord who is arranging for the fence to be removed. Some dwarf conifers will be planted to highlight the curb in its place.DH said that it has been arranged for the car park lines to be remarked on the 8th November. They will do the staff car park first then the patient car park.DH reported that the fire brigade had to be called for a car that had smoke coming from the engine. The fire brigade used half the tank of water to cool down the engine as it kept reigniting when they stopped. The patient had to call the RAC to have his car taken away.  |  |
| **9.** | **Date and Time of next meeting**Wednesday 12th December 2018 at 1 pm**Future Meeting dates** 23rd January 2019 at 1 pm6th March 2019 at 6.30 pm |  |

Annex A

|  |
| --- |
| **Fairfax House Forum - Statement of Accounts** |
|  |  |  |  |  |
| **Date** | **Reason** | **Income** | **Expenditure** | **Balance** |
| 01-Apr-18 | b/fwd | £12,693.97 | £10,692.22 | £1,986.75 |
| 01-May-18 | Books | £37.00 |   | £2,023.75 |
| 01-Jun-18 | Books | £42.00 |   | £2,065.75 |
| 05-Jun-18 | Doppler |  | £455.51 | £1,610.24 |
| 05-Jun-18 | Doppler Probe |   | £243.79 | £1,366.45 |
| 05-Jul-18 | Books | £80.90 |   | £1,447.35 |
| 02-Aug-18 | Books | £65.00 |   | £1,512.35 |
| 03-Sep-18 | Books | £53.00 |   | £1,565.35 |
| 10-Sep-18 | Swineshead Village Concert  | £125.00 |   | £1,690.35 |
| 01-Oct-18 | Books | £55.00 |   | £1,745.35 |
| 04-Oct-18 | 50% Portable Vaccine Fridge |  | £175.00 | £1,570.35 |
| 10-Oct-18 | Flu Clinic Raffle | £53.11 |   | £1,623.46 |
| 10-Oct-18 | Flu Clinic Cake Stall | £134.11 |   | £1,757.57 |
| 01-Nov-18 | Books |  |   | £1,757.57 |
|   |   |  |   |   |
|   |   |  |   |   |
|   |   |  |   |   |