The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 2nd October 2019**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mr Michael Atkinson (MA)Mrs Barbara Connolly (BC) Miss Deanna Ginns (DG)Mrs Ava Harding-Bell (AHB) Mrs Linda Jordan (LJ) Mr Ramon Kemmett (RK) Miss Phyllis Marshall (PM) Mrs Janet Poston (JP),  |
| **Apologies**  | Mr Derek Machin (DM), Mrs Margaret Down (MD), William McAreavey (WM), Mrs Sandra Thompson (ST), Mr Gerald Greatrix (GG). |
| **In Attendance** | Mr David Harding (DH), Mrs Fiona Anderson (FA) | **Actions** |
|  | The meeting began at 6.30 p.m. AB welcomed everyone to the meeting. |  |
| **1.** | **Apologies –** as per list aboveZoe Miles sent apologies. Due to personal issues she was unable to attend and give the carers first presentation.  |  |
| **2.** | **Minutes of Last Meeting –** 21st August 2019* Matters Arising
	+ Contact details of members issued to members that were not at the last meeting.
	+ The bicker windfarm application has been turned down. DH said once the refurbishment had been done he would see how much is left in the equipment fund and possibly use these funds and the patient group funds to purchase the new chairs.
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| **3.** | **Practice Update*** Complaints
	+ A patient’s daughter called the practice to request a home visit but when the GP called the patient it was decided a visit was not required and a prescription for antibiotics was issued for a Urinary tract infection. The patient deteriorated and later that night was admitted to hospital. The daughter thought a home vist would have prevented the admission. This was not the case.
	+ A patients wife was not very happy because he had been seen by one of the GP’s and diagnosed with reflux. This temporarily helped with the symptoms but when the pain returned and he was admitted to hospital he had renal stones. While in hospital he was also diagnosed with sepsis. CK wrote to the patients wife explaining the GP’s thought process and that the sepsis while in hospital was beyond our control.
	+ Patient requested tramadol but the GP said the patient needed to be seen before they would prescribe anymore. The patient was unable to get to the practice and was in pain. DH arranged a temporary prescription for 1 week and booked the patient an appointment to be seen.
	+ A patient was seen by a private ENT consultant who requested a referral from vestibular rehab. CK promised to do a referral but did not do it for 4 weeks. DH arranged for CK to do referral.
* Compliments
	+ I want Great Care – The August results were 4 ‘Extremely Likely’ & 1 ‘Likely’. The comments were all positive. This gave the practice a rating of 5 stars out of 5.
* Suggestions – Nil
* Significant Events
	+ A patient was seen in Pilgrim and then transferred to Queens Medical Centre, Nottingham. The patients name and date of birth were wrong and the hospitals had to be contacted to amend the admin details.
* Staff Changes
	+ Jackie Bailey’s replacement is a lady Called Nicole Edwards who is due to start on Monday 7th October. She will have a 3 week handover.
	+ Zoe Smith (receptionist) resigned on 28 Aug 19. Her last day is 30 Sep 19. Zoe worked 35 hours per week.
	+ Cherakee Chamberlain has been employed as a part time receptionist. She started on 30 Sep 19. She will be employed for 20 hours per week.
	+ Hayley Houghton has been offered 20 hours in reception. She is due to start on 28 Oct 19.
	+ Charli Lal has passed her independent prescribers course. Once her Indemnity insurance has been sorted she will start prescribing. Congratulations Charli.
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| **4.** | **Update on Fundraising Activities*** DH did not have an update but will attach the spreadsheet to the minutes – see annex A
* DH reminded the group that the next fundraising concert will be on the 27 Oct 19 at 2pm in the Swineshead Village Hall. AB said they are collecting raffle prizes. JP said that people attending can pay on the door.
* AB reminded the group that they were supporting the practice on the flu day on the 19 Oct 19. If anyone would like to makes cakes and come in the help sell the tea and cakes and sell raffle tickets their support would be appreciated.

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| **5.** | **NAPP Newsletters*** Jul/Aug newsletter was given out
* Sep newsletter was given out – DH said he had looked at the links on the Sept newsletter. The information about the clinical pharmacist was quite useful and helped the practice understand what this role could offer.

The link ref ‘what is commissioning and how it is changing’ gave details about the way the commissioners are transferring the responsibility of delivery to the Primary Care Networks (PCN’s). DH also had a CCG update letter that explained that the 4 Lincolnshire CCG’s will merge to 1 single CCG. This is to reduce health inequalities and improve quality of care. Each area will still have a locality focus as the geographical footprint of Lincolnshire is so large and varies from area to area. |  |
| **6.** | **Primary Care Network** (PCN) Update* PCN Manager – The interviews have taken place and the role has been offered and accepted to a lady called Rachael Crown. Rachael will start on the 27 Oct 19.
* PCN Secretary – The interviews have taken place and the role has been offered to Nicola Tonsanger. Nicola is the current CCG secretary and has a great deal of corporate knowledge about the Boston practices and will be an asset to the PCN and PCN manager.
* Pharmacist – Dr Kelly is the Clinical Advisor to the PCN and will be joining ULHT to interview the candidates mid-October. We are expecting the pharmacist to work in the practice for ½ a day a week.
* Although we have had an issue with one practice that is not doing extended hours this has been resolved and the PCN is contracting LADMS to cover this part of the contract.
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| **7.** | **AOB*** JP asked if the practice had a list of care homes and nursing homes and if they would recommend a home. DH explained that the practice would have list but could not recommend a home.
* AHB asked if Brexit was causing any issue with obtaining medication. DH said we often have issue with obtaining certain medication. We have been advised not to change prescribing habits and not to issue more than one month repeat prescriptions at a time. If we did this would create shortages. The drug companies have been asked to stock 3 months stock. Some of the larger companies are hold 6 months stock.
* BC said she had taken a friend to Grantham Hospital. They were very impressed with the service. They were seen at the weekend and were told they were working 7 days a week to clear the backlog.
* RK asked if the flu dates could be confirmed. DH said the Saturday clinics are on the 19th and 26th Oct at Swineshead and Wednesday XX at Donnington.
* DG asked if blister packs had to be collected weekly or if they could be collected every 2 weeks or monthly. DH said he did not know but would find out.
* DH said he has looked at the meeting dates for 2020. The group agreed the date were acceptable. DH asked if the meeting date for 30 Dec 20 should be changed to 6 Jan 2021. It was decided that the date would be reviewed at a later date. It was agreed that the AGM will be in April 2020.
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| **8.** | **Date and Time of Next Meeting**Wednesday 13th November 19 – Time 6.30pm**Future Meeting dates** The start times for the meetings will be 6.30pmWednesday 18th December 19 Wednesday 29th January 20 Wednesday 11th March 20Wednesday 22nd April 20 – AGMWednesday 3rd June 20Wednesday 15th July 20Wednesday 26th August 20Wednesday 7th October 20Wednesday 18th November 20 |  |

Annex A

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| **Fairfax House Forum - Statement of Accounts** |
| Date | Reason | Income | Expenditure | Balance |
| 01-Apr-19 | B/Fwd | £13,815.55 | £11,581.52 | £2,234.03 |
| 24-Apr-19 | Easter Hamper Ingredients (SB) |  | £23.00 | £2,211.03 |
| 24-Apr-19 | Easter Hamper | £74.00 |  | £2,285.03 |
| 01-May-19 | Books | £68.00 |  | £2,353.03 |
| 01-Jun-19 | Books | £25.00 |  | £2,378.03 |
| 24-Jul-19 | Ear Syringe |  | £158.51 | £2,219.52 |
| 29-Jul-19 | Books | £70.40 |  | £2,289.92 |
| 30-Aug-19 | Books | £44.00 |  | £2,333.92 |
| 30-Sep-19 | Books | £62.50 |  | £2,396.42 |
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