The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 25th August 2021**

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| **Present** | | Mrs Angela Ball (AB) (Chair) Mrs Barbara Connolly (BC)  Mrs Linda Jordan (LJ) Mrs Sandra Thompson (ST)  Mr Michael Atkinson (MA) Mr Ramon Kemmett (RK) | |
| **Via Teams** | | Ava Harding-Bell (AH-B) | |
| **In Attendance** | | David Harding (DH) | |
| **Apologies** | | Gerald Greatrix, Salvatore Cannizzaro, Mrs Janet Poston (JP), Mrs Fiona Anderson (FA) | **Actions** |
| **1**. | The meeting began at 6.30 p.m. AB welcomed everyone to the meeting. | |  |
| **2.** | **Minutes of Last Meeting –** 14th July 2021  **Matters Arising** – nil of note | |  |
| **3.** | **Practice Update**   * **Staff Changes**   + Chez Chamberlain – After 2 year has decided to leave   + Amanda Simmonds – works in dispensary and after 13 years has decided to leave. One of the reception team will be moving to dispensary so we will be recruiting a new receptionist.   + Sarah Aldridge – is getting married and moving to Barnsley. Initially will work remotely but once her replacement is in and finished her induction will be leaving.   + Additional member of the reception team will be employed. * **Complaints**   + Patient 1 – Feb 21 – brought forward from last year – Patients wife was not happy with husband’s care – he called with back pain which was treated conservatively. It got worse and was referred for MRI – this showed an inoperable mass. The patient deteriorated very quickly and passed away. The patient complained to Sir Simon Steven so this was investigated by NHSE who reported that the practice was not at fault. DH has called the patients wife and offered her the opportunity to come in to discuss this but she said she is not ready.   + Patient 2 – Apr 21 – Patients daughter called and wanted information about her father. The father had not given permission and therefore we could not discuss his health   + Patient 3 – Apr 21 – Does not like eConsult – it was explained that this system was going to be introduced regardless it was just introduced early because of Covid. It is here to stay.   + Patient 4 – Apr 21 – Patient was not happy that his personal information was being shared with Covid vaccination service. It was explained by the practice DPO that this was passed by law and the practice was complying with government legislation.   + Patient 5 – Jul 21 – Patient did not think the Dr read the eConsult. He had called Samaritan and was suicidal. The patient was referred to MH   + Patient 6 – Jul 21 – Patient seen in A&E and called the practice for blood results. It was explained that the results will go to the requesting clinician therefore she had to call the hospital.   + Patient 7 – Jul 21 – Patient did eConsult to speak to a GP and spoke to a Nurse. It was explained that his wife spoke to an ANP. The parent thinks the child is allergic to the SMA milk and wants an anti-allergenic milk formula prescribed. It was explained that we are not permitted to prescribe this and this need to be authorised by a paediatrician. The patient has been referred.   + Patient 8 – Jul 21 – Did not like the way the nurse told her she had put on weight. It was explained that this is always a difficult subject and patients don’t like being told this. When asked how you would like to have been told she said, ‘in a more sensitive manner’.   + Patient 9 – Jul 21 – Patient put in a prescription exception form for signature. When she came back a month later it could not be found. The patient was concerned about her private information being lost. The form was found it a GP draw unsigned. The patient did not meet the criteria and the GP had not made the difficult call. DH ended up speaking to the patient explaining that she does not qualify for free prescriptions. * **Suggestions**   + Practice has been given some funding for staff welfare which we have asked the staff for suggestions – they have asked for an outside picnic bench which has been purchased as well as new cutlery and a new microwave * **Significant Events** – nil of note | |  |
| **4.** | **Primary Care Network** (PCN) Update  The PCN are employing staff to help GP practices. The aim is to standardise care across the GP practice in each PCN.   * **First Contact Physio (FCP)** – The Practice now has FCP working in the practice on a Monday Morning. The FCP is a highly trained Physio who can prescribe and order x-rays and MRI’s. When a patient is put on Triage with an orthopaedic problem the on-call clinician will allocate the patient directly to the FCP as they are best suited to diagnose and treat that condition. This service has been very popular so were have requested additional capacity. It is expected that we will get an additional session per week. * **Care Coordinator** – This is a very new role and the staff only started on the 28 June 21. Nicola Blackburn is the Swineshead and Kirton Care coordinator and will be working with Caroline Bardwell (Older adult Nurse). This means Caroline will be able to have more patient contact and Nicola will do all the admin and chase services the patients have been referred to. A new Care coordinator has been recruited so both Kirton and Swineshead have their own care coordinator. * **Trainee Nurse Associate** – the PCN has recruited 4 trainee Nurse associates. This is a 2-year course and one will be allocated to Swineshead. They are not as qualified as a Practice nurse but will be able to do more that a HCA. The first year they will shadow the nursing staff. * **Pharmacist** – Due to the difficulty in recruiting pharmacist the PCN have put an advert out for a Pharmacy Technician who will be able to assist the pharmacist.   James is currently working with Florence and doing joint clinics to build her confidence. | |  |
| **5.** | **Update on Funding Activities**   * **Books** - AB asked for a volunteer to organise the books. Initially they will need sorting out and the old unwanted books will need to be disposed of. DH agreed that once the books had been sorted, he would remove the unwanted books and put the in the book bank at Tesco’s. It was agreed that we would wait until later in the year to see if the books can be displayed again. * **Account** – DH said he would add the accounts to the minutes. | |  |
| **6.** | **A.O.B.**   * AHB – AHB explained that she has volunteered to be part of the ULHT patient advisor group. This is a meeting where the group helps the trust co-produce pathways. This patient group will be able to advise from the patient point of view. * AHB asked if there was an update on the Covid booster. DH explained that the practice still did not know when this would happen as the JCVI still have not published the update. * AHB asked if it is expected that patients will be given the Covid booster at the same time as the Flu. DH explained that the practices have been advised to continue to organise the flu vaccination campaign. Even if the practice receives notification that they are able to do the vaccines together this would not be logistically possible. When the practice is given more information we will organise separate clinics. * MA asked if the over 50’s would be offered the flu vaccine again this year. DH confirmed that this will be the case but the practices are not sure if they will have enough vaccine even though they have ordered extra. It is expected that the uptake this year will be greater than last year and therefore the over 65’s and vulnerable patients will have to b vaccinated first. * BC asked if patients could book Flu appts. DH said that we have already sent text messages to a numeb of the over 65 cohort and many of them have been booked. We have put on additional clinics as this year we are NOT doing any walk-in clinics. * DH said that LPFT (Lincolnshire Mental Health Trust) are asking for volunteers to help shape the future of the new 19 beded inpatient ward at Norton Lea. For more information please see attached poster. * DH said that the Neighbourhood team and PCN are putting on an information event. This will be on the 23rd September and will be for staff and patients. See attached poster. * DH produced a draft list of meeting dates for 2022. He requested the forum members check the dates and we will confirm at the next meeting if they are suitable. (see below) | |  |
| **7.** | **Date and Time of Next Meeting -** Wednesday 6th October 21 at 6.30pm  **Future Meeting dates**  Wednesday 17th November 2021 | |  |



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Meeting Dates for 2022

All meetings start at 6.30pm and are held

in the practice conference room

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| Wednesday 19th January  Wednesday 2nd March  Wednesday 13th April  Wednesday 25th May |
| Wednesday 6th July |
| Wednesday 17th August  Wednesday 28th September |
| Wednesday 9th November |