***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the meeting held on 21 February 2018**

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| **Present** | | Mr Machin, Mrs Ball, Mrs Jordan, Mrs Connolly, Mr McAreavey,  Mrs Thompson, Mr Greatrix, Miss Ginns, Miss Marshall, Mrs Baxter |
| **Apologies** | | Mrs Down, Mrs Poston, Mr Kemmett, Caroline Bardwell |
| **In Attendance** | |  |
|  | Unfortunately the new Practice Manager had mistaken the date of the meeting so Mrs Baxter was unable to introduce him to the members! | |
| **2.** | **Matters arising** – the minutes of the last meeting were accepted as an accurate record.   * Mr Greatrix queried whether Mrs Baxter had passed on patient details to the Neighbourhood Team. Mrs Baxter confirmed that the Project Manager was aware of the patient but the team is not in a position to provide any services as yet. * Ben Sandall to be asked to provide a further update in April or May | |
| **3.** | **Practice Update –**  Some of the GPs have been unwell with a ‘flu like’ illness, which has impacted on appointments. The staff appear to be well so far!  Some difficulty in appointing appropriate locums, particularly at short notice and it is very expensive.  Practice staff have now completed Care Navigation training at either Bronze or Silver levels, we are working with other local practices to introduce a signposting service. We don’t envisage this will be a major change for Swineshead as receptionists already follow a script when making appointments to determine urgency and the best clinician to deal with a problem. Protocols and computer templates are being developed so that all practices will be doing the same thing!  Ear syringing will cease as from 1 March – there are 5 unfunded services which practices will stop providing unless there is payment.  Anticoagulation service will carry on, the practice has reached agreement with Liquorpond surgery for Dr Fernandez to act as clinical lead. Nurse Charlotte will complete the anticoagulation management course in the summer | |
| **4.** | **Meeting dates –**  Meeting dates for the coming year were circulated for consideration. There may need to be some changes depending on availability etc. Members gave some apologies in advance! | |
| **4.** | **Update on Fundraising activities –**  Currently £2608.67 in funds  Members wished to note a thank you to Gemma for sorting out and displaying the books.  Members agreed that another book case could be purchased/acquired so that the table could be taken away.  Dr Zubair to be reminded about the cryotherapy/cautery kit.  Members discussed holding a cake/tombola stall at one of the flu Saturdays once the dates are confirmed. | |
| **5.** | **Questions, comments and suggestions**: -   * A patient had complained about being ignored at the dispensary but did not identify particular staff. This had been discussed with the team but generally felt it was a disappointing comment and not the sort of behaviour the practice would expect. Members stated that they always found staff polite and would acknowledge their presence, also accept that if dispenser is concentrating on something then they need to complete the task! * A patient had left a suggestion about the size and state of some of the posters. There has been a bit of a tidy up but it is not a priority when the practice is both busy and short-staffed. The practice can’t print posters in the size suggested by patients, bigger posters also limits the number that we are expected to display * The family of a patient in a local care home has raised a safeguarding concern which is being investigated, the practice will provide a report. | |
| **6.** | **AOB**   * Members expect/assume that the new PM will carry on with duties as previously undertaken by Mrs Baxter. Sarah will probably help out. * The members presented Mrs Baxter with generous gifts and expressed their thanks for her support over the years. Mrs Baxter thanked the members for their generosity and wished them well. | |
| **7.** | **Date and time of next meeting**  Wednesday 4 April 2018  6.30 p.m at Fairfax House | |