***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the meeting held on 22 November 2017**

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| **Present** | | Mrs Connolly, Miss Ginns, Miss Marshall, Mrs Poston,  Mr Greatrix, Mr Machin, Mrs Ball, Mrs Jordan, Mrs Baxter |
| **Apologies** | | Caroline Bardwell, Mr McAreavey, Mrs Down, Mr Kemmett,  Mrs Thompson |
| **In Attendance** | |  |
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| **2.** | **Matters arising** – the minutes of the last meeting were accepted as an accurate record.   * Members agreed to Mrs Baxter’s suggestion that someone from the project team come to talk about neighbourhood working. Mrs Baxter to try to arrange for the next meeting in January | |
| **3.** | **Practice Update –**  A short YouTube video about the GP Forward View (GPFV) was shown.  <https://www.youtube.com/watch?v=fGQYDWZaU-0>  This explained briefly what GPFV is about and how it affects practices, local practices are working together and with the Clinical Commissioning Group (CCG) to look at how the high impact actions can be implemented in practices and how the funding can be accessed (proving quite difficult!)  The practice reception and admin staff have been attending ‘care navigation and signposting’ training with staff from other local practices. This is one of the actions in GPFV and is to enhance and build on what currently happens with reception asking patients a few questions to see which clinician or service is needed for the patient  eg could direct to pharmacy for self care – if appropriate. Speaker at future meeting will explain more fully  Flu jabs – to date the practice has given 1840 flu vaccines, 288 patients have attended pharmacies for their vaccine and approx. 50% of eligible 2 and 3 year olds have attended for the nasal flu vaccine (older children receive theirs in school)  Staff situation is much the same as previously – one receptionist in post to cover maternity leave, second one starts later this week. No cover provided for admin so far.  Winter newsletter circulated. | |
| **4.** | **Update on Fundraising activities –**  Currently £2124.88 in funds  Might contribute to cost of cautery equipment or patient education screen when full costs known.  Christmas hamper – should be ready for beginning of December. Mrs Down has sent a £10 contribution towards costs, various members have donated items for inclusion.  Mrs Poston understands that cost of concert ticket on 8 December will be £6.50 but will include refreshments. 7.30pm start | |
| **5.** | **Questions, comments and suggestions**: -  Discussion about management of DNAs (did not attend) and how other practices deal with this ie on third occasion de-register patient. Practice view is that patients do not attend for a variety of reasons and de-registering is not necessarily in the interests of the patient. Also lot of admin work involved (and cost of postage) in sending letters each time and final warnings etc. Now writing to patients who have not attended 3 times in succession within set time with a warning included. Cannot charge and cannot name patients! Patients still fail to attend when they have received text reminders and for same day appointments so it is difficult to see what else could be done!  Water machine in waiting room is still broken – has been reported to company 3 times so far but Mrs Baxter will check again  Phone system has been a bit temperamental of late but apparently was a BT fault at the exchange with the line, took several attempts to resolve but this has now been corrected. Hopefully there will be some funding to allow installation of a completely new system at some point fairly soon.  Mr Greatrix asked if there was a plan for patients to enter the building if the main doors failed. Mrs Baxter explained that the doors should ‘failsafe’ to the open position but if they don’t they can be manually pushed back to the open position. The internal panel also pivots on the hinge so can be pushed open into the lobby also. Included in the refurbishment plan is a path from the car park path to the back door path to allow easier access, also the path on the lane side of the building comes right up to the side door and there is a dropped curve by the bin store | |
| **6.** | **AOB**   * NAPP newsletters for October and November distributed * Members agreed to renew the NAPP membership for a further year, £40 fee | |
| **7.** | **Date and time of next meeting**  Wednesday 10 January 2018  6.30 p.m at Fairfax House | |