The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 13th April 2022**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mrs Linda Jordan (LJ) Mr Ramon Kemmett (RK) Janet Poston (JP) Ava Harding-Bell (AH-B) |
| **In Attendance** | David Harding (DH) |
| **1**. | **Apologies –** Mrs Barbara Connolly (BC), Gerald Greatrix (GG), Margaret Down (MD), Michael Atkinson (MA), Deanna Ginns (DG), Phyllis Marshall (PM), Sandra Thompson (ST), Salvatore Cannizzarro (SC), Fiona Anderson (FA) | **Actions** |
| **2.** | **Chair Opening Address**The chair welcomed those in attendance and thanked them for attending. The chair requested that all members were respectful of everyone in attendance and said she would like to limit everyone to 10 minutes at a time. |  |
| **2.** | **Minutes of Last Meeting –** 9th March 2022Certified as a true and accurate record |  |
| **3.** | **Practice Update*** Staff Changes
	+ Dr Duku – GP Reg left 5th April 2022
	+ Dr Emorhire – GP Reg left 5th April 2022
	+ Dr Udom -– GP Reg left 5th April 2022
	+ Dr Dalbik – GP Reg started 6th April 2022
	+ Dr Mumba – GP Reg started 6th April 2022
	+ Sadie Jackson – Receptionist started 4th April 2022
	+ Kirsten Jackson – Receptionist Starts 20th April 2022
	+ Staff Establishment - DH presented a paper with a list of current employed staff, the staff that are due to start with the practice and the current gaps.
* Complaints – Nil
* Compliments – Nil
* Suggestions – Nil
* Significant Events

 DH explained that the practice had to do a disciplinary hearing for a member of staff that breached confidentiality. This offence was investigated and substantiated and therefore the member of staff was being charged with gross misconduct. The member of staff came to the hearing and presented her letter of resignation with immediate effect. The practice takes confidentiality very seriously and if this member of PCN staff had not resigned she would have been dismissed. |  |
| **4.** | **Primary Care Network (PCN) Update*** DH said that the PCN are having a few staffing issues because the management staff have been promoted into other roles and they are finding it difficult to recruit quality candidates.
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| **5.** | **Update on Fundraising Activities*** Nil added to fund since last meeting – Fund stands at £2963.26
* DH presented pictures of two Fortum & Mason Hampers which FA had found. It was agreed that the forum should use funds to purchase The Fortmason Hamper at £130 and raffle it as a prize for the Queens Jubilee. DH suggested £1 per strip of raffle tickets. Agreed. The Hamper will be displayed on reception.
* JP asked if the practice needed any equipment. DH said he is speaking to the partners about a Feno machine which costs about £3000. This will replace the Spirometer which the nurses are not using due to Covid. It was suggested that the Forum offer £1000 towards the cost.
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| **6.** | **A.O.B.*** AB asked If the practice was still having any issues with Covid.

DH explained that since the relaxation of the rules more staff have been infected and we have been short staffed due to staff illness and staff testing positive. Staff are still Lateral Flow Testing (LFT) twice a week and if positive are unable to come to work. The practice has had numerous phone calls from high-risk patient who think they are immunosuppressed and want the 4th vaccination. The practice has to inform the patients that they do not meet the criteria for the 4th covid vaccination. The practice has had calls from patient who are trying to get LFT but are unable to. * E H-B said she had been referred to the MSK service and had a telephone consultation and then was seen F2F within 2 weeks at the Fitzwilliam hospital. The service was excellent.
* E H-B said she called the Hospital appointment patient line and after 45 minutes waiting was told she had the wrong number and was transferred to another line which she was 37 in the queue. She decided she could not wait any longer and hung up.

DH is aware of the problem’s patients are having when calling the hospital appointment line and the GP practice have reported this to the CCG* RK asked about his wife’s prescription – DH asked RK to speak to him outside the meeting due to patient confidentiality.
* JP asked if it was true that Dr Kelly and Sue Kelly are retiring.

DH apologies but said he could not comment.  |  |
| **7.** | **Date and Time of Next Meeting**Wednesday 25th May 2022 at 6.30pm |  |

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Fortum & Mason Hampers - The Fortmason Hamper £130



Fortum & Mason Hampers – The Spring Collection £100

