The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 18th September 2018**

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| **Present** | Mr Derek Machin (DM) (Chair) Mr Michael Atkinson (MA)Mrs Barbara Connolly (BCe) Mrs Margaret Down (MD) Mr Gerald Greatrix (GGe) Mrs Eva Harding-Bell (EHe) Mrs Linda Jordan (LJ) Mr Ramon Kemmett (RK) Mr William McAreavey (WMe) Mrs Janet Poston (JP) Mrs Sandra Thompson (STe)Mr David Harding (DH) (Practice Manager) |
| **Apologies**  | Mrs Angela Ball (AB) (Vice Chair) Miss Deanna Ginns (DG)Miss Phyllis Marshall (PM)  |
| **In Attendance** | Oongh Quinn (OQ) (Healthwatch) | **Actions** |
| **1.** | **HealthWatch Presentation**Oonagh Quinn gave an update on the activities of Healthwatch. They interview patients using health and social care services and act as a watchdog. They also signpost patients and feedback to services. They have just had their contract renewed for Lincolnshire which will be for another 5 years.From Oct 18 onwards they plan to work with Patient Groups to discuss what they should be doing, give guidance and share best practice.The Healthwatch Public meeting is on the 19th October 2108 at 12.30pm to 2pm at Community Hall at Hubbert’s Bridge. There is also a meeting about Children and Young People on Wednesday 17th October 2018 at the Coronation Hall in Woodhall Spa. EH said she has been to meetings where John Bains has spoken and said he has been ‘Amazing’. OQ to feed back. |  |
| **2.** | **Apologies** – as above |  |
| **3.** | **Minutes of last meeting –** 1st August 2018Certified as a true and accurate record* Matters arising – Nil of note
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| **4.** | **Practice Update*** Complaints
	+ A little boy has been seen with recurrent chest infections and diagnosed with asthma. Seen by hospital who are considering TB. Why has it taken so long to diagnose. Dr Kelly has answered this and explained that TB is very uncommon in the UK and there is still no clinical evidence that it is TB.
	+ Patient not happy with receptionist attitude and blood test not being sent to Norwich hospital. DH has explained to the patient that it is ULHT’s responsibility to send the blood test to the appropriate clinician. The practice just take the blood. The member of staff she spoke to contacted the lab and had the result sent to us so we could give her a copy to take to her next appointment which was above and beyond what is expected.
	+ Patient wrote to complain about a nuisance neighbour with mental health issues. DH contacted PCSO and was advised to get lady to call 101 and report it so he could get a crime number which will enable him to go and speak to the gentleman.
	+ A patient attended Pilgrim, with her husband, twice and they did not do the Bronchoscopy. The 1st time they did not tell him to stop taking his anti-coag tablets. The 2nd time consultant was there but the theatre team were in training so he did not have anyone to assist. DH spoke with the patient and hospital to arrange another appointment. The patient also complained that they had not received all their medication when it was delivered. DH explained again that the tablet that are in the dosset boxes are delivered automatically but anything else, like patches and inhalers etc., has to be ordered by the patient. They then complained that their son’s medication was not delivered. Son is not entitled to deliveries but as he is unable to collect his medication this time we will help out as a one off.
* Compliments
	+ Practice received a letter from a patient thanking for the help and support over the years but because they are moving they need to register with another GP.
	+ Patient lost their wallet and it was found in the practice still with a large quantity of cash. Returned to patient who wrote to thank the staff.
* Suggestions
	+ Request for more sanitisers in the waiting room. DH will look in to this during the practice refurbishment.
* Significant Events
	+ A patient died in pilgrim Hospital but we were not informed.
* Staff Changes – Nil since last meeting
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| **5.** | **Update on Fundraising activities*** Current funds available (see attached)
* Post meeting note. The August and Sept amounts were incorrect on the statements that were issued at the meeting. The correct amounts are below.
* DH thanked Angela & Janet for helping out at the organ concert in swineshead village hall. They raised £125 for the fund. Welldone!
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| **6.** | **NAPP Newsletters**EH asked what the practice was doing about the proposed ICP Contract. DH explained that the GMC negotiate on behalf of the practices and as a practice we have to trust their judgement. The extension of services beyond 6.30pm and on a Saturday and Sunday is being addressed in Boston by having a Primary Care Hub. There currently are some teething problems with how the service is going to access medical records and as the data controller DH is not happy with the system in place and therefore has not agreed to their requests. Another practice has written to the ICO to see if they believe it is acceptable. Depending on the ICO’s reply will determine what the practice will do.  |  |
| **7.** | **Will Brexit affect the Running of the Practice?*** DH explained that the Government had send some letter saying that any EU staff working in the UK will be able to stay until at least 2020 by which time they will have a system in place for staff to make the necessary applications.
* The government has requested that drug companies keep a stock of at least 3 months. DH was concerned that this will not be enough.
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| **8.** | **AOB*** EH asked how often patients should have their thyroid checked. DH said he did not know.
* Flu Clinic – the flu clinic dates on the website are different to the one being published. DH to investigate.
* GG said he was speak with another patient who had one of our nurses do a home visit to take bloods. The patient was unable to get to the practice and thought the service was excellent.
* GG asked if the practice had a way of seeing what patients had a gun licence. DH explained that this has been a very controversial area for about 2 years. The Government liaised with the BMJ (Not the GMC) to ask if GP would do medical record assessments on patients applying for a gun licence. The BMJ do not have the authority to agree this and when the GMC got involved it was agreed that GP’s would have to invoice the patients direct. The Lincolnshire LMC have been working with Lincolnshire Police who have now taken the steps not to issue licences unless the GP’s reply. The practices were instructed that when they receive a letter from the Police we are to write to the patient requesting £50 payment for the GP to do the assessment. (This is non-NHS work and that why we charge). If the patient refuses to pay the practice sends a standard letter saying the patient refuses to pay and the police will not issue a licence. The practice has to read code the patient has a gun licence and annotate the medical records so we have a clear warning. If a patient attends with a mental health issue and they have a gun licence it is the GP’s responsibility to inform the police.

DH can do a search on the medical computer system to see who has a gun licence. This is only for those who have been issued in the last 2 years. Patients who have had a licence issued previously may not show up. |  |
| **9.** | **Date and Time of next meeting**Wednesday 31st October 2018 at 1 pm**Future Meeting dates** 12th December 2018 at 1 pm23rd January 2019 at 1 pm |  |

Annex A

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| **Fairfax House Forum - Statement of Accounts** |
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| **Date** | **Reason** | **Income** | **Expenditure** | **Balance** |
| 01-Apr-18 | b/fwd | £12,693.97 | £10,692.22 | £1,986.75 |
| 01-May-18 | Books | £37.00 |  | £2,023.75 |
| 01-Jun-18 | Books | £42.00 |  | £2,065.75 |
| 05-Jun-18 | Doppler |  | £455.51 | £1,610.24 |
| 05-Jun-18 | Doppler Probe |  | £243.79 | £1,366.45 |
| 05-Jul-18 | Books | £80.90 |  | £1447.35 |
| 02-Aug-18 | Books | £65.00 |  | £1,512.35 |
| 03-Sep-18 | Books | £53.00 |  | £1,565.35 |
| 10-Sep-18 | Swineshead Village Concert | £125.00 |  | £1,690.35 |