The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 10th July 2019**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mrs Barbara Connolly (BC) Miss Deanna Ginns (DG) Mrs Ava Harding-Bell (AHB) Mrs Linda Jordan (LJ) Mr Derek Machin (DM) Miss Phyllis Marshall (PM) Mrs Margaret Down (MD), Mrs Janet Poston (JP), Mrs Sandra Thompson (ST),Mr Ramon Kemmett (RK), Mr David Harding (DH) (Practice Manager)Mrs Fiona Anderson (FA) |
| **Apologies**  | Mr Michael Atkinson (MA), Mr Gerald Greatrix (GG), Mr William McAreavey (WM)  |
| **In Attendance** |  | **Actions** |
| Mrs Ball welcomed everyone to the meeting and thanked everyone of such a good turnout.The meeting began at 6.30 p.m. |
| **1.** | **Apologies –** as above |  |
| **2.** | **Minutes of Last Meeting -** 29th May 2019* Matters Arising
	+ Updated Constitution – DH has amended the constitution and copies were issued to the members. AHB asked if we should add PPG under the title to make it clear that this was the Swineshead Patient Participation Group. It was agreed that Patient forum was sufficient.
	+ Facebook post – Because DH does not always see different posts he requested that any member of the group that see a negative comment should reply to the person and tell them if they are not happy with the service they should contact David Harding, Practice Manager at the surgery.
	+ Pro-pulse ear irrigation – DH confirmed the cost of an additional item would be £158 – The group agreed to fund this.
	+ Doppler - DH confirmed the cost of an additional item would be £455.51 for the Doppler and £243.79 for the probe – The group agreed to fund this.
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| **3.** | **Practice Update*** Complaints
	+ The practice has one on-going complaint which is being managed by NHSE. The patient claimed Mis-diagnosis, delay in treatment, poor care by GP, EMAS, ULHT and LCHS. Dr Kelly replied ref the GP part and this has been reviewed by an independent GP who agreed that the practice made the correct diagnosis. However they thought the referral process could have been better. The practice followed NHS Lincolnshire’s referral pathway and therefore the pathway needs to be reviewed by the Clinical Commissioning Group.
	+ A Patient has complained because she was unable to get her father’s wound redressed. It was explained that this service is not provided by the GP surgery and Lincolnshire Community Health Services (LCHS) were responsible for providing this care. The lack of DN clinic appointments means the patients are being visisted by the community nurses who then complain to the patient asking them why they did not go to the surgery for the dressing to be changed there. Catch 22! causing d
* Compliments – Nil of Note
* Suggestions – Nil of Note
* Significant Events – Nil of Note
* Staff Changes
	+ Charlotte Taylor-Cook has been employed as a bank admin worker and while she is home from University.
	+ Dr Kuzyszyn-Krasinska is an International recruited GP that has been placed at Swineshead for additional training. She is being mentored by Dr Kelly and will be with us for 12 weeks.
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| **4.** | **Update on Fundraising Activities*** Current funds available – The latest balance sheet is attached at Annex A.
* AB asked if the Flu dates had been agreed. FA confirmed that the first clinic will be on Saturday 5th October. A second clinic will be held on Saturday 19th October. The Donington clinic will be a Wednesday but the date has not been confirmed yet. AB asked if anyone would be kind enough to donate a Tombola prize they would be welcomed. Any members of the group who would like to help selling the tickets on the 5th October please let AB know.
* LJ said the Swineshead Village Hall concert is on 27th October. Tombola prizes will be required for this so any donations would be welcome.
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| **5.** | **NAPP Newsletters*** DH gave the June 19 issue of the NAPP Newsletter.
* AB said that once the subscription had expired it had previously been agreed that the group would no longer subscribe.
* AB explained that she has attended a PPG Chairs meeting and the raising of funds for equipment is no longer considered to be appropriate as the GP’s may feel embarrassed. It was previously decided that the group would continue to raise funds for additional equipment which will enhance patient care and convenience. As long as the accounts are audited (this is performed by the Practice Accountants annually) and the equipment purchased is additional to the equipment bought by the practice this will not be an issue.
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| **6.** | **Primary Care Network (PCN) Update**DH informed the group that the Boston PCN consists of 6 practices. Swineshead, Greyfriars, Parkside, Liquorpond Street, The Sidings and Kirton. Dr Kelly has agreed to be the clinical lead. The only issue currently is the CCG have contracted the PCN to cover extended hours for the whole population of the PCN. Therefore, Swineshead and one of the other practices have agreed to restart Extended hours. However, one practice has refused and therefore the PCN has to work out how those patients can have access to extended hours. The PCN has tried to employ a Pharmacist but has been unsuccessful. They will be trying to employ a physiotherapist. A trail called ‘Physio First’ has taken place at The Sidings which has been very successful.  |  |
| **7.** | **AOB*** Kevin Turner (ULHT – Lincoln County & Pilgrim Hospital) has agreed to attend the next meeting on 21st Aug 19
* DG requested an up to date contact sheet for the Patient forum members. No member of the group objected therefore DH would provide a list at the next meeting for each member.
* AB said the New MSK service her son attended was excellent. He was seen promptly and then referred directly to physio.
* AB asked if DH had a contact number for Driving for Life. DH will send her some leaflets.
* DH said the Stop smoking service contract has been awarded to another company. The service should have started on the 1st July but we are still waiting for referral criteria. The practice has been informed that a weight loss service will also be included which is expected to be vouchers for slimmer world or weightwatchers.
* DH explained that NHSE are asking practice to focus on finding out what veterans they have registered. These patient will be able to access services like combat stress which can deal with their issues rather that the mental health services.
 | **DH** |
| **8.** | **Date and Time of Next Meeting** – 21st August 2019 at 6.30 pm |  |

Annex A

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| **Fairfax House Forum - Statement of Accounts** |
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| Date | Reason | Income | Expenditure | Balance |
| 01-Apr-19 | B/Fwd | £13,815.55 | £11,581.52 | £2,234.03 |
| 24-Apr-19 | Easter Hamper Ingredients (SB) |  | £23.00 | £2,211.03 |
| 24-Apr-19 | Easter Hamper | £74.00 |  | £2,285.03 |
| 01-May-19 | Books | £68.00 |  | £2,353.03 |
| 01-Jun-19 | Books | £25.00 |  | £2,378.03 |
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