The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 23rd January 2019**

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| **Present** | Mr Derek Machin (DM) (Chair) Mr Michael Atkinson (MA), Mrs Angela Ball (AB) (Vice Chair) Mrs Barbara Connolly (BC) Mrs Margaret Down (MD) Mr Gerald Greatrix (GG) Mrs Ava Harding-Bell (AHB) Mr Ramon Kemmett (RK) Mrs Janet Poston (JP) Mrs Sandra Thompson (ST)Mr David Harding (DH) (Practice Manager) |
| **Apologies**  | Mrs Linda Jordan (LJ), Miss Phyllis Marshall (PM), Miss Deanna Ginns (DG), Mr William McAreavey (WM),  |
| **In Attendance** |  | **Actions** |
| Mr Machin welcomed everyone to the meeting and thanked everyone of such a good turnout.The meeting began at 6.31 p.m. |
| **1.** | **Apologies –** as above |  |
| **2.** | **Minutes of Last Meeting –** 12th December 2018Certified as a true and accurate recordMatters Arising* + AHB asked if DH had spoken to local Pharmacy about them asking patients to be dispensed by them. DH confirmed he had spoken to Pharmacist and said we want to continue to have a good working relationship and therefore did not appreciate the pharmacy staff trying to poach our dispensing patients.
	+ Referral Facilitation Service (RFS) – DH said we have had a couple of issues but have managed to sort them out. RFS were not booking patients in to the requested Boston West Hospital so we had to explain where to find it on ERs (Choose and Book).
	+ AB asked if DH had spoken to the staff about how they spoke to patients. DH confirmed he spoke to all the reception staff rather than single out individuals.
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| **3.** | **Practice Update*** Complaints
	+ Patient travelled to Papworth to find the hospital had written to practice to say they were unable to see the child. The practice are not informed of hospital appointments so we did not know they were going. The patient has seen CK and has been referred to another hospital.
	+ Patient was asked to go to A&E because she has a 2 month old splinter that has healed over. GP did not want to do it due to the risk of causing more damage. Patient also given a cream that we did not have and the alternative was something she already had on repeat. She also complained that she was not told she was seeing a trainee GP.
	+ A solicitor’s letter has been received asking for copies of a patients records so they can see if the practice have been negligent in their clients treatment. This has been sent to the Medical Defence Union.
	+ A patient was seen by a private ENT consultant who suggested the patient sees her GP for an urgent MRI. The GP did not do the referral and the patient came in to see another GP. This GP wanted to discuss with the original GP before doing the referral. DH then arranged the 2nd GP to do the referral as the first GP was off sick. The referral was then faxed on the same day.
* Compliments – DH has recived a notification that a patient thanked the staff for the help andsupport they had given to her and her husband.
* Suggestions – Nil
* Significant Events
	+ Boston Primary Care Hub – Patient seen but not referred so had to come in to practice to see one of our GP’s to be referred.
	+ 70 year old Patient given under 65 year flu vaccine by pharmacy. Practice had to speak to Public Health and gave the patient the correct vaccination.
* Staff Changes
	+ 23rd Jan 19 – Sarah Baxter resigned – due to finish end of Feb 19.
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| **4.** | **Update on Fundraising Activities*** Current funds available – see annex A to these minutes.
* JP asked if there was anything that the surgery would like the forum to use the funds for. DH said that the book shelves were not big enough and when we get the practice refurbishment he would like some proper book shelves. It was agreed this would be a good idea. DH to get costs.
* AB asked if DH could approach Suzanne Baxter to see if she would make an Easter hamper. DH agreed.
* MD said she has a £10 gift voucher that could be put in the hamper. AB thanked MD for her generosity. The voucher was given to DH for safekeeping.
 | **DH****DH** |
| **5.** | **NAPP Newsletters**DH gave out January issue of NAPP AHB asked if the practice had a member’s login for the website. DH said he has a login but would investigate if the PPG member could have a login. | **DH** |
| **6.** | **Pilgrim Update**DH said he had been to a CCG meeting and the Pilgrim Hospital clinical Director informed the CCG:Paediatrics saw 1300 patient from Oct to Dec 18 – 161 were transferred (16%). Out of these 15 went to specialist centres, 37 to other locations and the rest to Lincoln County. The Royal College of Paediatricians agreed this was acceptable.If a patient was expected to spend more than 12 hours on the ward (this is not a rigid time scale) they would probably be transferred.Anti-natal saw about 400 patients – 6 were transferred to Lincoln County – all of these were because under 34 weeks.The 3rd Floor has now been cleared and they have 8 frailty beds and 24 short stay beds (72 hours). They are aiming for 40 beds but don’t currently have the staff to provide this.AHB said the latest report in December 18 says that the hospital is not improving.  |  |
| **7.** | **NHS 10 Year Plan**DH said the new plan will change the way in which we are working in primary care. The plan want local practices to work closer together to deliver service. They want closer working relationships between the GP’s, Social Services, Community Health Services (District Nurses) and other agencies and voluntary organisations. Swineshead now have an allocated Social worker who will attend out Clinical meetings and we also have the District Nurses, McMillan nurses and Health Visitor attend.They want us to expand neighbourhood working – same as aboveThey want us to use digital technology more – Online/Video consultations, patient self-monitoring with result sent directly to GP practice, NHS App….Targeting patients who smoke, are obese, patients with severe alcohol issues and patient with gambling addiction.Other areas such as Mental Health are also high on the agenda.Bowel cancer screening – currently starts at age 60 but will reduce to 50Increase in NHS health checksType 1 diabetes – flash glucose monitorsDigital, digital, digital – everything at the touch of a button – Patient access to their records, online appointments, online prescriptions…..Some of this we are already doing but we are being encouraged to explain that the NHS is changing and we will be working in a different way to the past.We will be expected to work in ‘Networks of practices’ and in ‘Integrated Care Systems’.  |  |
| **8.** | **Neighbourhood Teams**We already work with the Boston Neighbourhood Team (Louise Price and Ben Sandal) and will continue to work with them to enhance the services we provide and introduce new services. Dr Kelly is the Clinical lead for Boston and therefore we have a very good influence on the direction of the local team.  |  |
| **9.** | **AOB**Brexit –‘No deal’ – AHB asked if the practice had been given any further information on how we are going to get important medication. DH said we have not had any further correspondence or guidance. As a practice we will do our best to work with all of our suppliers to ensure we can provide the medication our patients need. AHB asked if we were aware of the ‘Co-funding bill’ that had its second reading in parliament on 25 Jan 19. This will give each person a cap of £10,000 per year and if they went over this they would be expected to pay or have private insurance to cover any more treatment. DH said he was made aware of this by AHB previously but said we would have to trust in our MP’s and organisations, such as the BMA, to give the right advice and make the right decision. As a practice this was beyond our control. Mr Machin announced that he would be standing down as Chair. He will still be involved in the meeting but feels it is time to hand over the responsibility to someone else. DH and the Members thanked Mr Machin for all of his help and support over the years and everyone was very grateful for his efforts.AB said we have not had a AGM since June 17 and asked if we ought to arrange one for Aril 19. DH agreed to do an advert. DH asked if we need to wait to the AGM to appoint a new chair of if the group could decide. It was agreed that the group could decide. AB put herself forward and it was a unanimous decision to elect her as Chair. Congratulations Angela. Mr Machin thanked everyone for their time and input and closed the meeting at 7.47 p.m.  | **DH** |
|  | **Date and Time of Next Meeting**Wednesday 6th March 2019 at **6.30 pm****Future Meeting dates** 17th April 2019 – Time 6.30pm |  |

Annex A

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| **Fairfax House Forum - Statement of Accounts** |
| **WEF Jan 19** |  |  |  |
| 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 |   | £1,447.35 |
| 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 |
| 01-Oct-18 | Books | £55.00 |   | £1,745.35 |
| 04-Oct-18 | 50% Portable Vaccine Fridge |  | £175.00 | £1,570.35 |
| 10-Oct-18 | Flu Clinic Raffle | £53.11 |   | £1,623.46 |
| 10-Oct-18 | Flu Clinic Cake Stall | £134.11 |   | £1,757.57 |
| 30-Oct-18 | Patient Donation | £10.00 |   | £1,767.57 |
| 01-Nov-18 | Books | £80.00 |   | £1,847.57 |
| 01-Dec-18 | Books | £38.46 |   | £1,886.03 |
| 24-Dec-18 | Christmas Hamper | £203.00 |   | £2,089.03 |
| 24-Dec-18 | Christmas Hamper ingredients | £0.00 | £15.00 | £2,074.03 |
| 03-Jan-19 | Books | £60.00 |   | £2,134.03 |
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