The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 13th November 2019**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mrs Barbara Connolly (BC)Miss Deanna Ginns (DG) Mr Gerald Greatrix (GG)Mrs Linda Jordan (LJ) Miss Phyllis Marshall (PM) Mrs Janet Poston (JP), Mrs Sandra Thompson (ST) |
| **Apologies**  | Mr Michael Atkinson (MA), Mrs Margaret Down (MD), Mrs Ava Harding-Bell (AHB), William McAreavey (WM), Mr Ramon Kemmett (RK) |
| **In Attendance** | Mr David Harding (DH), Mrs Fiona Anderson (FA) | **Actions** |
|  | The meeting began at 6.30 p.m. AB welcomed everyone to the meeting. |  |
| **1.** | **Apologies –** as per list aboveAnnie Best (Lincs Fire Service) sent apologies. She was unable to give her presentation and has rebooked for the December meeting.  |  |
| **2.** | **Minutes of Last Meeting –** 2nd October 2019Certified as true and an accurate record.* Matters Arising – Nil of note
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| **3.** | **Practice Update*** Complaints
	+ A patients was seen at JCH in Feb 19 with Acid reflux and then again in the Lake district in June 19. Both times he was treated and improved. On 25 July 19 he was seen by on for the SMG GP’s and given the same diagnosis. On the 28 Jul 19 he went to E&E and was admitted. He had an endoscopy which showed renal stones. Whilst in hospital he caught sepsis and according to his wife nearly died twice. They thought the GP should have done a blood test and referred the patient. This was not clinically indicated and CK has written to the patient.
	+ A patient travelled to Kings Lynn for a Paediatric Neurology appointment but when they got there they were seen by a Paediatrician and had a wasted journey. On investigation the practice booked the patient in to a Paediatric Neurology and it was the hospital that had not updated ERs (the Booking System). DH spoke with the paediatric secretary at Kings Lynn (who was fantastic) and she arranged for the little girl to be seen by a neurologist on 5th Dec. A MRI is also being organised locally prior to the appointment. The patients Parents were very happy with the outcome.
* Compliments
	+ I want Great Care – The October results were 3 ‘Extremely Likely’ & 1 ‘Likely’. The comments were all positive. This gave the practice a rating of 5 stars out of 5.
	+ A Healthwatch report dated Sept 19 was received. Healthwatch came to the practice and sat in the waiting room and asked patient what they thought about the practice. The results were mainly very positive. One patient said it was difficult to see her regular GP.
	+ It was suggested that we put a link to this on Facebook where the surgery has had some negative comments.
* Suggestions – Nil
* Significant Events
	+ Incident date 27 June 19 a discharged letter was received from Pilgrim which stated Respect care plan in place – Resuscitation not recommended. There was no ReSPECT form so we contacted the family who did not want this and said although the consultant recommended it the family did NOT want this put in place. We removed the DNR from the front of the patient’s medical records. We contacted the ward and they said the ReSPECT form would have been given to the patient. We informed them this was not the case and this needed to be removed from their records.
	+ Incorrect 1 year Imm administered by practice nurse. Childs parent informed. We spoke with Public Health who said this should not cause any harm to child. No follow-up required. Child seen by GP (ZA) to reassure patents.
	+ Patient seen at A&E Pilgrim in Sep 19, they matched the wrong patient’s details and change the patients first name and DOB on the spine. Therefore the records were saved to the wrong patient records and when the patient was transferred to QMC they also used the wrong patient’s details. The Practice had to contact the NHS Spine and change the patients name and DOB back. We then had to get ULHT to change their patient details we then had to get QMC to change their patient details
	+ GP Practice received a discharge letter stating a patient had cataracts operation on left eye. The patients called to ask when operation going to be as they telephoned and cancelled the procedure due to patient having gastroenteritis. Ophthalmic secretary contacted and a junior doctor called to apologise. An updated discharge letter was sent saying patient did not have procedure due to illness. We then had to send an expedite letter explaining ULHT errors requesting another admission date.
* Staff Changes
	+ Jackie Bailey has left and her replacement, Nicole Edwards, has started.
	+ New part-time receptionist, Hayley Houghton, started on 28 Oct 19.
	+ 3 Dec 19 Dr Maher FY2 End of 4/12 Placement
	+ 3 Dec 19 Dr Ahmed FY2 End of 4/12 Placement
	+ 4 Dec 19 Dr Aslam ST3 Starts 1 Year Placement
	+ 4 Dec 19 Dr Olubanjo ST1 Starts 4 month Placement
	+ 4 Dec 19 Dr Sanni ST1 Starts 4 month Placement
	+ 4 Dec 19 Dr Manogram FY2 Starts 4 month Placement
	+ 4 Dec 19 Dr Nikankowska FY2 Starts 4 month Placement
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| **4.** | **Update on Fundraising Activities*** DH distributed the updated spreadsheet and will attach it to the minutes as annex A
* DH thanked the forum members for helping with the raffle and cake on the Flu clinic. They raised £132 which was much more than last year. Thank you and well-done.
* Angela and Janet represented the Patient Forum at the local village hall concert on Sunday the 27th Oct 19 at 2pm.They did a raffle and raised £120. This is very much appreciated and DH thanked them for their help and support on the day. His mum was really pleased that they played and sang happy birthday to her.

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| **5.** | **NAPP Newsletters*** October newsletter was given out
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| **6.** | **Primary Care Network** (PCN) Update* PCN Manager, Rachael Crown started on the 27 Oct 19.
* PCN Secretary, Nicola Tonsager started on 11th Nov 19. Nicola was the local CCG secretary and has a vast amount of local corporate knowledge and will be an asset to the team.
* Pharmacist – Dr Kelly has been involved in the recruitment of the pharmacist but we have been unsuccessful so far.
* The PCN is also looking at a 1st Contact Physiotherapist. When a patient telephone the GP surgery and the receptionists asks what is the problem when the patient says they have hurt their shoulder/knee etc. they will be booked directly with this physio who will assess them and either treatment accordingly, refer them to orthopaedics or refer them for physiotherapy treatment. This means the patient will not need to see a GP.
* DH explained that there are other clinical staffs being introduced to light the burden of the GP’s. Patients will need to understand they when they telephone the practice a GP may not be the clinician they will see. DH believes that a much better advertising campaign will need to be implemented.
* DH said the PCN were looking at a system called Q Doctor. This was some software that enabled the GP’s to do video consultations. The patient has to have a smart phone but will be able to speak and see a GP from anywhere (that has a signal). The PCN understands that this will not suit everyone but we are being encouraged to embrace technology and are looking at how we work in the future.
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| **7.** | **AOB*** JP said a friend has commented on how well she had been treated when she called and spoke with DH. She thought DH had been very helpful and understanding.
* JP asked if we could have someone on reception all the time. She arrived the other day and had to wait 5 minutes before someone came to help her. DH apologised and said he would speak to the reception managers as someone should be on reception all the time.
* DG said that her mum was registered at another practice and has recently been told that for Boots the Chemist will be charging £55 per year to deliver medication. DH was unaware of this but would make enquiries. DH said that Pharmacies and GP practices do not have to deliver and do this at their own expense.

Post meeting Note: DH called Boots the Chemist in Boston and they confirmed they are charging for delivery. The charges are £5 for a one off delivery or £55 per year. DH spoke with Lloyd pharmacy in Boston and they do not charge for housebound or care/nursing home patients at the moment. DH also spoke with the Co-op Pharmacy and they do not charge at the moment but they are not taking on any new MDS (dosset box) patients. * AB said she had recently had to deal with an issue and Allison on reception was brilliant. A comment was also made about how good the new receptionist (Hayley) was.
* AB asked if we had any ‘111’ posters. DH said we have received some but because they are misleading we have not put them up.
* DH said there has been a small flu outbreak in Boston and a patient is so poorly they have had to be admitted to Pilgrim. He suggested all those who have not been vaccinated should re-consider.
* DH said we have the Pilgrim CQC report which is still inadequate.
* DH has picked up a patient forum leaflet from another practice and asked the forum members if they would like swineshead to produce something similar. A copy was given to each member to make comment and other add or remove what they thought was relevant. Wit was agreed we would look at this at the next meeting.
* DH passed around a thank you card for Mr Machin. He asked if the forum members would like to sign and send a message of thanks for his help and support over the years.
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| **8.** | **Date and Time of Next Meeting**Wednesday 18th December 19 at 6.30pm**Future Meeting dates** The start times for the meetings will be 6.30pmWednesday 29th January 20 Wednesday 11th March 20Wednesday 22nd April 20 – AGMWednesday 3rd June 20Wednesday 15th July 20Wednesday 26th August 20Wednesday 7th October 20Wednesday 18th November 20 |  |

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 |
| 24-Jul-19 | Ear Syringe |  | £158.51 | £2,219.52 |
| 29-Jul-19 | Books | £70.40 |  | £2,289.92 |
| 30-Aug-19 | Books | £44.00 |  | £2,333.92 |
| 30-Sep-19 | Books | £62.50 |  | £2,396.42 |
| 19-Oct-19 | Flu Clinc Raffle & Cake stall | £132.00 |  | £2,528.42 |
| 27-Oct-19 | Swineshead Concert | £120.00 |  | £2,648.42 |
| 01-Nov-19 | Books | £50.03 |  | £2,698.45 |
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