The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 29th May 2019**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mr Michael Atkinson (MA)Mrs Barbara Connolly (BC) Miss Deanna Ginns (DG)Mr Gerald Greatrix (GG) Mrs Ava Harding-Bell (AHB) Mrs Linda Jordan (LJ) Mr Derek Machin (DM) Miss Phyllis Marshall (PM) Mrs Margaret Down (MD), Mr Ramon Kemmett (RK), Mr David Harding (DH) (Practice Manager)Mrs Fiona Anderson ((FA) |
| **Apologies**  | Mr William McAreavey (WM), Mrs Janet Poston (JP), Mrs Sandra Thompson (ST), Mrs Ava Harding-Bell (AHB)  |
| **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** – 6th March 2019Certified as true and accurate record**Matters Arising** – DH costed the Pro-pulse ear irrigation machine. It is available for £158. The group agreed to buy an additional pro-pulse.DH is looking at registering an email account so the group can use it to log in to the NAPP website.  |  |
| **3.** | **Minutes of AGM – 17th April 19**Amendments required – Para 3 – RK said the constitution states the GAM should be in October of each year or on a date determined by the Forum members.It was also agreed that because we have had an AGM in April we will forego the AGM in October 2019. Therefore the next AGM will be October 2020.Para 8 – DG said she feels that the GP’s are taking the group for granted – not PM.Matters Arising – Nil of note |  |
| **4.** | **Practice Update**Complaints* 8 Apr 19 - Patient claimed Mis-diagnosis, delay in treatment, poor care by GP, EMAS, ULHT and LCHS. Dr Kelly replied ref the GP part but NHSE had to get the other services to reply to their areas.
* 16 Apr 19 - Daughter of a patient complained saying her father has been complaining of a sore throat for 2 years, he had been refused pain relief and was unable to get an appointment for a med review since Sep 18.

 Reviewed by DH & CK - DH drafted reply – only seen 5 times ref sore throat since 2015. Pt requested Ibuprofen which was refused due to previous gastric bleed. Pt informed and ask TCI. Pt had med Rv in Sep 18 Appointment system explained – not refused.* 23 Apr 19 – Patient thought member of staff was rude when she commented that the reason she could not get blood was because of the amount of padding. Patient self-conscious about weight and was embarrassed. Letter of apology sent

Compliments* 4 Apr 19 – Letter to Dr Alam – Thanks for your assistance
* 2 May 19 - TY Card to Dr Alam – Many thanks for your efficiency and professionalism in dealing with my head
* 3 May 19 - TY Card to Bev Gilliard – Thank you for all your help and support. Patient brought in 4 big cakes for the staff.

Suggestions* 16 Apr 19 - Ask Doctors to call names louder. Some of us are deaf or hard of hearing.
* Apr 19 - Would be nice if when calling patient in, staff said please after the name

Significant Events* 1 Apr 19 - 90 Morphgesic 60mg tablets prescribed but 110 issued to patient. Patient contacted and will only order 70 tablets next time. To prevent a reoccurrence all
* 29 Apr 19 - Letter received from Consultant Urologist in Jan 19 asking GP to prescribe and administer inj every 3 months. Letter was reviewed by admin staff but not forwarded to GP therefore not arranged. Member of staff informed.
* 17 May 19 - Patient seen in MIU, JCH. Diagnosed with sprained ankle. Discharged before x-ray result received and told will contact if issue. X-ray report suggested ‘un-displaced fracture. No **other** bony injury’. JCH Receptionist did not read report properly and therefore did not send to clinician to contact patient. Patient return to GP on 17 May 19. Ankle still swollen and still painful. Referred to fracture clinic.
* 8 May 19 - EMAS attended an incident by did not report the death to the coroner. The funeral director called the GP Practice to say they had a the body of one of our patients but because it was an unexplained death they needed a post mortem. The funeral director had contacted the coroner but they were unaware of the death and had not been informed. The GP practice had to remind EMAS that it is their responsibility to inform the coroner when they attend an incident and the patient has died.

 Staff Changes26 Apr 19 - David Ovenden (Delivery Driver) Resigned – Finished on 17 May 199 May 19 – Rachel has been employed as the new Delivery Driver. She started on 21st May 19. |  |
| **5.** | **Update on Fundraising Activities*** Current funds available – see annex A to these minutes.
* BC suggested the nurses may need an additional dopler. DH checked the previous cost which was just under £800. The group decided it would be worth purchasing an additional dopler.
 | **DH** |
| **6.** | **NAPP Newsletters**DH gave out May issue of NAPP. |  |
| **7.** | **AOB**AB explained that she had attended a Patient Participant Group (PPG) Chairs meeting where all the local Patient Forum chairs got together to discuss what each group is doing. It was suggested that the forums were not meant to fund raise because it is the practices responsibility to provide the necessary equipment to deliver the services. The group felt very strongly about raising fund and buying additional equipment and voted to continue to raise funds. This was agreed unanimously. AB said not all PPG’s subscribed to NAPP and proposed that once the annual subscription runs out we no longer paid in to this. A vote was taken and it was unanimously agreed to cease the subscription once it runs out.AB said a Patient had posted a message on the ‘Swineshead Free Speech for the people’ facebook page saying that the practice latest rating in Feb 19 was inadequate. The following post were all very positive . The group felt that this patient was trying to cause trouble and probably did not get the response he wanted. It was proposed that DH speak to this patient to see if he has any issues.DH explained that the practice is going to be part of the Boston Primary Care Network (PCN). This should not directly affect the services provided to the patients but the way in which we are being contracted by the NHS is changing. Contracts will be given to the PCN rather than directly to the practice. The practices will run the PCN and therefore sub-contract the services back out to the practices. This will work like the warfarin clinics. If a practice does not wish to deliver a service (Kirton do not deliver the Warfarin service) the PCN will have to find someone else to deliver that service (Swineshead do the Kirton Warfarin patients). This new contract that starts on 1st July also states that the PCN will have to deliver extended hours for all of the patients in their PCN. Therefore Swineshead have been asked to deliver extended hours again to our patients so other practices don’t have to do it for us. Other services will be introduced such as a pharmacist and social prescriber. We already have a social prescriber (Cherokee) but have not been able to employ a pharmacist. We have interviewed and offered this role but the pharmacist turned down the offer.The PCN will be employing a project manager because it has been agreed that the Practice Managers will not be able to fulfil this role and manage their practices.DH will update the Forum on the progress of the PCN at the next meeting.  | **DH** |
| **8.** | Date and Time of Next Meeting – 10th July 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 (SB) |   | £23.00 | £2,211.03 |
| 24-Apr-19 | Easter Hamper | £74.00 |   | £2,285.03 |
| 01-May-19 | Books | £52.00 |   | £2,337.03 |
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