The Swineshead Medical Group

**Fairfax House Patient Forum AGM**

**Minutes of the AGM meeting held on 17th April 2019**

|  |  |
| --- | --- |
| **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) Mr Derek Machin (DM) Miss Phyllis Marshall (PM) Mrs Janet Poston (JP) Mrs Sandra Thompson (ST) Mr Ramon Kemmett (RK) Mr William McAreavey (WM) Mr Roger Bell (RB) Mr David Harding (DH) (Practice Manager) |
| **Apologies**  | Mrs Margaret Down (MD), Mrs Linda Jordan (LJ)  |
|  |  | **Actions** |
| **1.** | **Apologies –** as above |  |
| **2.** | **Chairperson’s Welcome** - Mrs Ball welcomed everyone to the meeting.The meeting began at 6.30 p.m. |  |
| **3.** | **Chairperson’s Annual Report 2018-19** – see Annex A attached The constitution states that the AGM should be in October of each year. RK proposed a change to the constitution so it reads ‘There will be an Annual General meeting in October of each year or on a date determined by the Forum members’. Agreed.  |  |
| **4.** | **Secretaries Report 208-19 –** see Annex B attached |  |
| **5.** | **Review and Confirmation of Constitution**AB recommended a change to the constitution.The proposal was to add ‘if a Patient Representative decided to leave the group they should give notice at a meeting or in writing. If they then decided they wished to re-join the group, at a later stage, they would have to put it in writing for the group to consider.’This was agreed by BC and seconded by JP. A vote was taken and it was unanimously agreed.It was agreed that the rest of the constitution was appropriate and did not need any changes.   |  |
| **6.** | **Election of Officers**AB said that because she had only just taken over as chair she would like to continue. GM proposed and DM seconded. It was agreed that AB should continue as Chair.ST said that because she had only just become the vice-chair she would like to continue. GM proposed and DM seconded. It was agreed that ST should continue as Vice-chair.AB proposed that DH continue as secretary. LJ seconded. It was agreed. |  |
| **7.** | **Practice Annual Report and Complaints Review**Practice Annual Report was included in secretaries reportComplaints review – see Annex C attached.RB asked if we look at trends. DH confirmed that each year we have to do a return to NHS England with this sort of information. Before it is sent it is discussed by the GP’s.Financial Statement for 2018-19 – see Annex D attached |  |
| **8.** | **AOB**Derek Nundy is doing a concert on 27th October 2019. It will be £6 entrance fee and profits will go to the practice.DG said that she feels the GP’s are taking the group for granted. They never seem to get any thanks and she would like a GP to attend. DH to speak to the Partners.AHB said she has been registered for 19 years and had amazing treatment. The reception staff are fantastic. A H-B wanted to thank the practice for being so understanding and helpful with a local resident who was registered at another GP practice. The staff at Swineshead went out of their way to support the needs of this local gentleman and worked late to get him registered at the practice and seen by a GP. A H-B said she knows she can be challenging at times but what she does is done with love and not meant to cause any upset.GG said he has seen some comments on social media that were very negative towards the practice. DH said if anyone sees a negative comment please feel free to tell the complainant to speak to me at the practice. We cannot sort out what we are not aware of. | **DH** |
|  | **Date and Time of Next Meeting –** Wednesday 29th May at 6.30 pm |  |

Annex A

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Fairfax House Patient Forum****Chairperson’s Annual Report 2018-19**For those of you who do not know me, I am Angela Ball and I am the Fairfax House Patient Forum Chair. I would like to start by thanking all the members for their continued support, their fundraising efforts and their input into the 6 weekly meetings.This year we have seen a few changes.I have taken over recently from Mr Machin who has been the Patient Forum Chair for the last 5 years. He has done a sterling job and I would like to formally thank him for his service to the practice. It is really nice to know you are going to continue as a member of the group.We have also had some staff changes.In April last year, Suzanne Baxter left and David Harding became the new Practice Manager.In August, Dr Ojoye was appointed as a salaried GP after a year of training at the practice.In March this year, Sarah Baxter left and a new Deputy Practice Manager started on Monday 15th April. Welcome Fiona (Anderson).A brief update on our activities since our last AGM in June 2017 - we have had presentations from: Nick Danvers from Swineshead Friends, Ben Sandal from the NHS Neighbourhood Team, Sally Michael from Care UK, Oonagh Quinn from Healthwatch, Charlotte Scotney Swineshead Pracice Nurse and Cherokee Camberlain the practice Social Prescriber. All of these visitors have given interesting presentations which provided opportunity for discussion, sometimes lively debate as well as learning opportunities.We have discussed the practice complaints review, patient survey results and Friends and Family comments, appointments and triage – as well as our own experiences of the practice and local health services. We continue to raise money for the practice equipment fund in a variety of ways. The practice appreciates our efforts on their behalf – we have contributed to various items of equipment which help the practice provide a good standard of services for patients in the local community. Well done everyone and thank you. The secretary will give more details about income and expenditure.At each AGM we talk about interacting with other Patient Groups. This year Lincolnshire East Clinical Commissioning Group introduced a Boston area Patient Group which we hosted at Swineshead. The patient group chairs from the local practice came together to discuss practice issues and then the wider issues of the different NHS in the local community services. A member of the clinical Commissioning Group attended and took notes.We are always looking for new members so anyone who would like to join us at the meetings you are more than welcome. The dates of the meetings are displayed on the notice board by the dispensary hatch.The NHS is constantly changing and whatever challenges and changes face the practice in the coming year I hope that this Forum will continue to liaise with the practice and offer support in anyway it can. We need to elect officers for the coming year and also think about how we can attract new members for the future to ensure this Forum continues its work with the practice. Sadly, once again, we have lost active members of the forum since the last AGM.I would just like to thank everyone again for their continued support and attendance. Thank you all.Angela BallAnnex B**Fairfax House Patient Forum****Secretary’s Report 2018-19**From 1 April 2014 to 31 March 2019 the forum has raised £13,815.55.To date we have spent £11,581.52. At 31 March 2019 the remaining balance was £2,234.03The income has been raised in a variety of ways. Books and jigsaws continue to provide a steady source of income, it is a popular resource for patients and many books and puzzles are brought in for us to sell.Funds have been raised through concerts, hamper raffles, coffee mornings and cake stalls.Thank you to all our members for their efforts for attending and manning the raffle stall at the concerts, for making up the hampers, selling raffle tickets and for collecting and supplying huge amounts of books and jigsaws. The practice staff also play a part by encouraging patients to buy raffle tickets, they also collect the money for the book sales and keep the book shelves tidy.**A big thank you to everyone involved!**We have used the money raised to purchase a Doppler and Probe which is for measuring blood flow. This is important especially for diabetic patients as it can help to diagnose and treat a variety of conditions, including blood clots and poor circulation.We have also purchased a portable fridge for the van. This is so the medicine that needs to be kept cold can be delivered to those patients who can’t get to the practice. This fund also we pay the annual NAPP subscription fees and the delivery van insurance.What else could be purchased? Do you or any of the members have any ideas? I continually ask GPs, nursing and admin teams for any other ideas – the answers are not always realistic. As Practice Manager I would like to thank the PPG chair and members for their continued support. Over the last year we have tried to introduce new services.These include a social prescriber. Many patients come to the GP with depression or ailments that are caused by poor housing, loneliness and etc. We can treat the symptoms by prescribing anti-depressants but can’t always treat the cause of the problem. The social prescriber can sit and listen to the problem and then help you to contact the relevant organisation to get the appropriate help. She will take you to friendship groups, she will even go with you to weightwatchers so you don’t have to walk in on your own the first time. We also have chaplaincy volunteer who is a very good listener. She has the time to sit and listen to you and help you decide what to do to improve your situation. You don’t have to be religious and what do they say a problem shared is a problem halved. We are about to introduce Video consultations – we are in the process of setting this up so patients who have a smart phone or computer can contact the practice and have a consultation with a GP from wherever they happen to be. This type of consultation will not suit everyone or every condition. If the GP needs to look in your ear they obviously can’t do that but if it is just for advice this will be possible.The NHS will be going through some difficult changes over the next few years and although we will work extremely hard to ensure the services we provide to our patient continues to be of a high standard we know some of the changes will not be popular.Some of the changes will includePrimary Care Networks – NHS Contracting will contract Networks of practices rather than individual practices. This means we may end up delivering services to neighbouring practices. We already do INR testing and treating patients from Kirton Medical Centre but this is making it a much more formal agreement and may include town practices.There is a plan to overhaul the mental health servicesNew services being commissioned such as Connect Health, who are taking over the Pain Management Service, have had a very difficult time transitioning the old patients from the previous service and have over 4000 existing Lincolnshire patients to review as well as see any new patients.David HardingAnnex C**COMPLAINTS 2018-19**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Date | Nature of Complaint | Against | Upheld or NOT |
| 1 | 4 Apr 18 | Mother died – asking for explanation why  | GP Practice | upheld |
| 2 | 9 Apr 18 | Staff attitude | GP Practice | NOT |
| 3 | 17 Apr 18 | Requesting hospital letter sent to him | Hospital | N/A |
| 4 | 25 Apr 18 | Cant pre-book with CK | GP Practice | Upheld |
| 5 | 29 Jun 18 | Mother referral 2 years ago to wrong clinic | GP Practice | NOT Upheld |
| 6 | 17 Jul 18 | Delay in writing death certificate | GP Practice | Upheld |
| 7 | 19 Jul 18 | Poor physio service | Ascenti | N/A |
| 8 | 3 Aug 18 | LCHS service | LCHS | N/A |
| 9 | 17 Aug 18 | Son given different diagnosis from different GP’s  | GP Practice | NOT Upheld |
| 10 | 28 Aug 18 | Staff Attitude | GP Practice | NOT Upheld |
| 11 | 3 Sep 18 | Nuisance neighbour | N/A | N\A |
| 12 | 14 Sep 18 | Attended Pilgrim – op not done  | GP Practice | NOT Upheld |
| 13 | 21 Sep 18 | Delayed ref | GP Practice | NOT Upheld |
| 14 | 9 Oct 18 | Breach of Confidentiality | GP Practice | Upheld |
| 15 | 15 Oct 18 | Breach of confidentiality | GP Practice | Upheld |
| 16 | 5 Dec 18 | Not recalled for Cytology | GP Practice | Upheld |
| 17 | 10 Dec 18 | Treatment by GP | GP Practice | Upheld |
| 18 | 3 Jan 19 | Pt travelled to hosp appt which was cancelled | GP practice & Hosp | NOT Upheld |
| 19 | 18 Jan 19 | Urgent prescription | GP practice | Upheld |
| 20 | 21 Jan 19 | Not happy with advice | GP Practice | NOT Upheld |
| 21 | 1 Feb 19 | Rudeness of staff | GP Practice | Upheld |
| 22 | 20 Feb 19 | Son’s treatment not appropriate | GP Practice | NOT Upheld |
| 23 | 25 Feb 19 | Receptionist said will call back and didn’t | GP Practice | Upheld |
| 24 | 26 Feb 19 | Staff grievance | GP Practice | NOT Upheld |

Summary24 complanits20 GP practice10 Upheld and practice apologised forAnnex D**Fairfax House Forum - Statement of Accounts** |
| **WEF 01 Mar 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 |
|  01 Feb 19 | Books  | £48.00 |   |  £2,182.03 |
|  28 Feb 19 | Books | £37.00 |   | £2,219.03 |
|  |  |  |  |  |