The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 12th December 2018**

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| **Present** | Mr Derek Machin (DM) (Chair) Mrs Angela Ball (AB) (Vice Chair) Mrs Barbara Connolly (BC) Mrs Margaret Down (MD) Miss Deanna Ginns (DG) Mrs Linda Jordan (LJ) Mr Ramon Kemmett (RK) Mrs Sandra Thompson (ST)Mr David Harding (DH) (Practice Manager) |
| **Apologies**  | Mrs Janet Poston (JP), Mr Michael Atkinson (MA), (DG), Miss Phyllis Marshall (PM), Mr William McAreavey (WM), Mr Gerald Greatrix (GG) |
| **In Attendance** |  | **Actions** |
| **1.** | **Apologies –** as above |  |
| **2.** | **Minutes of Last Meeting –** 31st October 18Certified as a true and accurate recordMatters Arising* + RFS – DH explained that The RFS GP Lead, Dr Ben Moore, has spoken with Dr Kelly and convinced him that we should use this service. CK agreed to use it on a trial basis. We have been using it for 2 weeks and have only had one issue which was resolved very quickly.
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| **3.** | **Practice Update*** Complaints
	+ Pt came for a smear – Nurse unable to do. Given pessaries told to come back. One of the other nurses should have performed the repeat but was off sick so it was rebooked with same nurse – still unable to do. Told by nurses that she would arrange referral. Nurse spoke to on-call clinician but they had not done referral. DH spoke with on-call clinician who thought she was going to get task from the nurse to remind her. CS thought because she spoke with on-call clinician it would be done. In future all requests must be followed up with a task (internal email).
	+ Pt was not happy with the treatment given by GP. The GP put gloves on but then used paper towel to wipe the wound. They did not dress wound and sent the pt to buy dressings from the pharmacy. Pt ended up back in hospital for 1 week and had to have wound reopened and cleaned. Discussed with Dr Kelly who will speak with GP.
* Compliments – DH confirmed we have received numerous amounts of chocolates and biscuit’s for Christmas (too many to list)
* Suggestions - Nil
* Significant Events

 * Staff Changes

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| Date  | Name  | Position | In/out |
| 4th Dec 18 | Dr Lunga | GP Registrar | Finished placement |
| 4th Dec 18  | Dr Carla Siqueira | FY2 |  |
| 4th Dec 18  | Dr Kuek Kim | FY2 | Finished Placement |
| 5th Dec 18 | Dr Ezire | GP registrar | Start 4 month Placement |
| 5th Dec 18 | Dr Saleem | FY2 | Start 4 month Placement |

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| **4.** | **Update on Fundraising Activities*** Xmas Hamper Raffle – DH confirmed that Suzanne Baxter had volunteered to make up the hamper which is on display on reception
* Current funds available – see sheet attached.
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| **5.** | **NAPP Newsletters**DH gave out November and December’s issue of NAPP  |  |
| **6.** | **PPG Chairs Representative – Boston Area**The CCG have been trying to recruit PPG chairs to attend the Lincolnshire wide PPG. Because PPG chairs have not attended the central meeting it has been suggested that the CCG have regional meetings. DH asked if any of the group would be willing to attend a Boston wide PPG. AB, DG and AHB said they would be willing to attend a local Boston area meeting.  |  |
| **7.** | **Boston Primary Care Hub Update**DH explained that this is a service that patients can be booked in to. This service is a GP service for patients who cannot attned during normal surgery hours. The practice can book appointments for patient from 6.30pm to 8pm Monday to Friday and 9am to 5pm on a Saturday and Sunday. It is being advertised on the radio and on the practice’s websites. Tehre are leaflets in the waiting area.The service is delivered from The Sidings practice in Boston.  |  |
| **8.** | **Chaplaincy Service**DH announced that we are piloting a new service funded by the Lincolnshire diocese. We will have a chaplaincy volunteer, Carol, who will be available for a chat on a Wednesday morning. Pts can book an appointment or speak to her in the waiting room. If they book an appointment Carol will take them somewhere private. Carol is there to listen but is not a councillor. |  |
| **9.** | **Social Prescribing**DH announced that this new service will launch on the 13th December. The service is similar to the old Health Trainer service. Our Social prescriber will attend the surgery every Thursday Morning to start with and will increase her days depending on demand. |  |
|  | **AOB*** Time of Meetings – It was suggested that a few members found it difficult to attend at 1pm due to work and other commitments. AB proposed a vote and JJ seconded the vote.

DH suggested members vote for 1pm, 6.30pm or either.Members in attendance voted* + 6 voted for 6.30
	+ 3 for 1pm
	+ 1 for either

DH will speak to those who were not in attendance and let everyone know what time the next meeting is.**Post meeting Note**: * + 6 voted for 6.30
	+ 4 for 1pm
	+ 3 for either
	+ 1 member not available

Therefore the next meeting will be at 6.30pm* AB said that a member of the surgery staff had made a telephone call asking if her husband was coming for a flu vaccination. She was quite sharp when he said no and he had to explain that he had a bad reaction previously. DH said that each year the vaccine is different and because he reacted one year does not mean he will react every year. If he has a severe allergic reaction to the vaccine an allergy marker can be put on the record but this is unusual. If it was a mild reaction we are obliged to ask every year. DH apologised if the staff member was sharp.
* AHB said the PN was also sharp with her when she started asking questions about the flu vaccinations contents. AHB said that the vaccine has different antibiotic and because she is allergic to some antibiotics she was not sure if she could be vaccinated. DH said Public Health give us limited information about the vaccine and the usual ingredient that causes problems is the egg that the vaccine is cultured in. Because it is such a minute amount the information given is if the patient has a severe anaflectic reaction to egg that has cause hospitalisation then this should be avoided. Because the risk of flu is more than the problems encounters with minor reactions it is advised that pts are vaccinated. However it is always up to the patient. DH said he would speak to the Nurse.
* AHB said when she was asked to go to the local pharmacy because we did not have the antibiotic in stock the pharmacy asked her to register as a patient with them. Although she refused the Coop member of staff was quite insistent. DH said he would speak to the Coop Pharmacist as poaching the few dispensary patients we have may cause financial difficulties in the future.
* Mr Machin thanked everyone of coming and wished everyone a happy Christmas and a prosperous New Year
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|  | **Date and Time of Next Meeting**Wednesday 23rd January 2019 at **6.30 pm****Future Meeting dates** 6th March 2019 – Time 6.30pm17th April 2019 – Time 6.30pm |  |

Annex A

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| **Fairfax House Forum - Statement of Accounts** |
| **Dec 18** |  |  |  |
| Date | Reason | Income | Expenditure | Balance |
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| 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 |
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