The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 29th January 2020**

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| **Present** | | Mrs Angela Ball (AB) (Chair) Mrs Barbara Connolly (BC)  Mrs Linda Jordan (LJ) Mrs Sandra Thompson (ST)  Mr Michael Atkinson (MA) Mr Ramon Kemmett (RK)  Mrs Ava Harding-Bell (AHB), | |
| **Apologies** | | Mrs Margaret Down (MD), William McAreavey (WM), Mr Gerald Greatrix (GG), Miss Deanna Ginns (DG), Miss Phyllis Marshall (PM), Mrs Janet Poston (JP), | |
| **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.** | **Presentation from Oonagh Quinn** (HealthWatch)  HealthWatch is changing its name  Herbert Protocol – This is a form that is completed by the family of a dementia patient who is prone to wandering off. The form will have a photograph of the person, personal details and a list of information of where they might go. The police will then visit these places first to help find them quicker. If they are not in the places listed the Police will expand their search.  Do Not Resuscitate – information has been created to explain to people what this means and why it is done.  Work is being done to explain to people about the different roles of NHS staff. It tries to explain what a GP does, what a Nurse practitioner does what a First Contact Physio can do and so on….  This also explains why the reception staff asks what the patients problem is. The reception staff will then be able to direct the patient to the appropriate clinician rather than just seeing the GP.  HW is also working with other organisations that have video links explaining what different NHS staffs do. This has been quite successful with the deaf community as the British Heart foundation has someone doing sign language explaining the roles.  Veterans – practice need to be aware that there are additional services for veterans. They do not queue jump but have specialist clinics that they can be referred to. Practices need to know what patients are veterans. DH said there is a notice up in the waiting room and if we know a patient is a veteran we put a code on the PC.  DH shared the latest HW press release dated 2 .12.19 | |  |
| **2.** | **Apologies –** as per list above | |  |
| **3.** | **Minutes of Last Meeting –** 18th December 2019  Certified as true and an accurate record.   * Matters Arising – Nil of note | |  |
| **3.** | **Practice Update**   * Complaints   + A patient insisted she needed an appointment with Dr Kelly. She said it was not urgent but did not want to wait 2 weeks for a routine appointment. She did not want to see anyone else. She was then offered 7.45am the next day but this was too early in the morning. Eventually she reluctantly accepted the 7.45am appointment. * Significant Events   + 17 Oct 19 - Patient seen at Johnson Hosp after a fall. Xray report – NBI. Seen by GP on 24 Oct 19 – no better. Sent to hospital –   25 Oct 19 Seen at Johnson Hosp – no treatment or investigations  28 Oct 19 – seen by GP told to go to Pilgrim  29 Oct 19 – seen in Pilgrim A&E admitted with fracture neck of femur   * + 15 Dec 19 (Sunday) – Patient called 111 with sudden onset of headache and neck pain. Advised ? trapped nerve. 16 Dec 19 - No better called GP practice – seen and referred to A&E to rule out Subarachnoid Haemorrhage. CT scan confirmed intracranial bleed transferred to QMC   + Patient discharged from Pilgrim 26 Nov 19 letter forwarded to GP for action (MRSA). Task not actioned until 15 Jan 20   + Patient seen by Orthopaedic consultant requested GP to refer to Physio. Task sent to GP on 15 Nov 19 but not actioned until 15 Jan 20.   + Letter received on 27 Nov 19. Task sent to GP for prescription to be actioned. GP did task 15 Jan 20   + Patient ref on 2ww o 16 Aug 19. Seen at LCH on 3 Sep 19 in outpatients Hysteroscopy clinic. Hysteroscopy performed and biopsy taken. Letter dated1 Oct stated biopsy insufficient for assessment however review of other results and discharged. CA125 increased * Staff Changes   + 6 Jan 20 Carol Tate – Med Admin - withdrew application week before starting   + 15 Mar 20 Wendy Ricckett – Med Admin - starts work. Wendy will be working part time before the 15 Mar 20 as she currently only works part time.   + 1 May 20 Dr Indre Licyte – Salaried GP – Contract due to end and is not renewing contract.     - Practice plan to employ a Clinical Pharmacist (James Musk) WEF 6 May 20 part time (2 days) and an extended Scope Practitioner (Nurse Practitioner or Paramedic). This role will involve triage, home visits and Minor illness clinic.   + 29 Jan 20 Charli Lal – Practice Nurse – resigned today. Will be advertising for new Nurse. Already have interest from 2 candidates. | |  |
| **4.** | **Update on Fundraising Activities**   * DH distributed the updated spreadsheet and will attach it to the minutes as annex A * AB said she has been asked if we would like Lizzie and Suzanne to d a Easter Hamper. She has said yes and hope this is OK with the rest of the group. DH said that MD has said she would be happy to do a Easter Hamper and would use her Coop Dividend point to purchase the produce. It was proposed that we have the Lizzie and Suzanne hamper and ask MD to buy a large Easter Egg as an additional prize. Agreed – DH to speak to MD. * DH informed the group that the lease has finally been signed off by the NHS and we are going to proceed with the refurbishments. Although we have funding from the landlord we might like to use the funds for new chairs in the waiting room. | | **DH** |
| **5.** | **Primary Care Network** (PCN) Update   * First Contact Physio (FCP) - DH explained that this is a new role that will assist practices with patients that have orthopaedic conditions. If a patient calls the practice and say they have hurt their shoulder, knee, etc. the reception staff will book an appt with the FCP who will have the expertise to deal with the orthopaedic problem and be able to give pain killers, refer to physio or refer to orthopaedics. This should save GP time. However, initially there will one be one FCP for the 6 PCN Practices. There are 4 suggested options   1. FCP is based in a central location and patients will have to travel   2. FCP will be based in two locations and patients will have to travel   3. FCP will be based in each practice, Swineshead will get 1 morning or afternoon per week) and the FCP will ONLY see that practice patients   4. FCP will be based in each practice, Swineshead will get 1 morning or afternoon per week) and the FCP will see patients from any practice that are willing to travel.   Initially the group thought that option 2 was best but after discussion they thought option 4 was best. DH said the GP’s thought option 4 would be the best option for the majority of our patients. | |  |
| **7.** | **AOB**   * RK said we had a skin cancer clinic in the past and asked if this is something that would be done again in the future. DH was not aware of any clinics in the practice but said that Dr Alam is doing a dermatology degree and has purchased a dermascope which will benefit the patients with an early diagnosis. * RK said he recently had his ears syringed and the staff that did it were excellent. He asked for his compliments to be passed on. * BC had a ‘Pharmacy2U’ leaflet put through her door. She asked how they can afford to do this for free. DH explained that they get a prescription fee from the NHS for every item they dispense. Similar to the fees the practice dispensary get paid and the local pharmacy. * AB said her daughter has had some issues and Allison has helped her get an appointment with the GP and would like her thanks to be passed on. * Oonagh said that she would like to pass on her compliments to the practice. Her son has recently registered at Swineshead and has had better service in the last 6 months more than his previous practice for the last 20 years. * DH said the practice have been looking at the Recall systems and have started with the diabetic recall and pathway. AB said she has not had her recall letter. She is confused on when she should come in. DH explained that each diabetic patient should have an annual diabetic review with a 6 monthly blood test. If the 6 monthly blood test is outside normal levels then the patient will be called in to see the nurse. At the moment the practice sees all patient every 6 months and because of the confusion not everything that should be done annually is being done on every patient. Hopefully the new system will reduce the confusion. DH added that if a patient’s blood test result at the annual review is abnormal then they will be given advice and will be called back after 3 months for a repeat blood test. * DH said the Op Repeat (Door step salesman and scams presentation) that he was trying to arrange is not appropriate for the Patient forum and is for the clinical staff. Therefore he is arranging for the presentation to be given to the clinical staff instead. | |  |
| **8.** | **Date and Time of Next Meeting**  Wednesday 11th March 20 at 6.30pm  DH sent his apologies in advance  **Future Meeting dates**  The start times for the meetings will be 6.30pm  Wednesday 11th March 20  Wednesday 22nd April 20 – AGM  Wednesday 3rd June 20  Wednesday 15th July 20  Wednesday 26th August 20  Wednesday 7th October 20  Wednesday 18th November 20 | |  |

Annex A

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| **Fairfax House Forum - Statement of Accounts** | | | | | | | |
| 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 | |
| 01-Dec-19 | books | | £70.00 | |  | | £2,768.45 | |
| 01-Dec-19 | Xmas Raffle | | £108.50 | |  | | £2,876.95 | |
| 14-Jan-20 | donation pansy pitts | | £29.00 | |  | | £2,905.95 | |
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