***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the AGM held on 7 June 2017**

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| **Present** | Mr Machin, Mrs Ball, Mr McAreavey, Mrs Jordan, Miss Ginns, Miss Marshall Mrs Down, Mr Greatrix, Mr Kemmett, Mrs Poston, Mrs Baxter |
| **Apologies**  | Mrs Connolly, Mrs Thompson, Mrs Moore, Dr Whitfield |
| **In Attendance** | There was no speaker for this meeting |
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| **2.** | **Chairman’s welcome**: Mr Machin welcomed members to the AGM and thanked them for their attendance. Unfortunately the AGM was later in the year than it should be but all matters would be addressed tonight. |
| **3.** | **Chairman’s annual report**: Mr Machin read out the report as prepared by Mrs Baxter, sadly there had not been time to discuss or clarify this before the meeting for which Mrs Baxter apologised. Copies of the report were circulated to members at the meeting |
| **4.** | **Secretary’s annual report**: Mrs Baxter presented the annual financial position statement and achievements through the year. Members wished a vote of thanks to be recorded for the secretary’s assistance throughout the year and also to be noted that practice staff efforts are much appreciated. Copies of the report were circulated to members at the meeting. |
| **5.** | **Review of constitution**: The constitution had been circulated with the minutes of the previous meeting to allow members to consider any potential amendments or additions. There were no suggested changes therefore members elected to leave the constitution as it stands for the present. Mrs Baxter to update the version history to reflect this decision.  |
| **6.** | **Election of officers**: Mrs Poston proposed that Mr Machin continued as chairman, this was seconded by Mrs Ball. All members present agreed.Mrs Jordan proposed that Mrs Ball continued as vice-chairman, this was seconded by Mrs Down. All members present agreed.All members asked Mrs Baxter to continue as secretary |
| **7.** | **Practice Annual report and complaints review**:Mrs Baxter had prepared some interesting statistics about the volume of work carried out by the practice over the 12 months to 31 March 2017. Some of the numbers involved are quite staggering and would explain why the practice is so busy!Members suggested that this be sent on to Mr Osborne for Swineshead Life and also to the Donington and Heckington newsletters. Copies of the report were circulated to members at the meeting. Copies will also be made available in the waiting roomThe annual complaints summary and report had been recently submitted to NHS England (a contractual obligation to report on the number and types of complaints received). There had been 17 formal complaints in the year to 31 March 2017 on a variety of topics. Some were well founded and lessons had been learnt in the practice. All complaints had been dealt with in the appropriate timescales, several this year had gone on to the meeting stage but thankfully this had resolved the complaints, however this can be distressing for all concerned and creates a lot of work. Mr Kemmett commented that such a small number of complaints was really not bad out of the large number of consultations conducted during the year! |
| **8.** | **AOB:** * Mr McAreavey queried whether the online appointment system was showing correct historical appointment information. Mrs Baxter thought this might be the appointment diary setup showing rather than what was actually booked for but would check and report back to him.
* Mr Kemmett commented that still no GP present and felt it would be constructive if a GP attended the meeting. Mrs Baxter would pass this on to the GPs
* Miss Ginns reported that the physiotherapist had told her that practices can refer to her for acupuncture. Mrs Baxter was not aware that this service was available only that pain management services are being ‘restricted’ and the hospital service no longer provides acupuncture
* Members wished to record their thanks to the receptionists, they are lovely and helpful and provide an excellent service.
* Swineshead Good Neighbour Scheme – Mr Danvers to update members at the next meeting
* There was a wide reaching political discussion amongst members!
* Agreed that members will co-ordinate to do a raffle and cake stall when the flu clinics are happening
* ?concert dates
* NAPP newsletter for May circulated
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| **9.** | **Date and time of next meeting** Wednesday 19 July 2017 6.30 p.m at Fairfax House |