***Swineshead Medical Group***

**Fairfax House Patient Forum**

**Minutes of the meeting held on 18 October 2017**

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| **Present** | Mr Machin, Mrs Ball, Mrs Jordan, Mr McAreavey,Mrs Baxter |
| **Apologies**  | Mrs Connolly, Mrs Down, Miss Ginns, Miss Marshall, Mrs Poston, Mr Greatrix, Mr Kemmett, Mrs Thompson, Caroline Bardwell |
| **In Attendance** |  |
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| **2.** | **Matters arising** – the minutes of the last meeting were accepted as an accurate record. * The new touch screen at reception is very sensitive, it does work but ‘freezes if pressed too hard.
* Discussion around pharmacies offering flu vaccine and possible impact on the practice
* Tombola and cake stall went very well but next year try to do on the first date as this is better attended.

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| **3.** | **Practice Update –**Two receptionists and one practice nurse off on maternity leave. Puts more pressure on remaining staff. Staff appointed to cover but will need training which in itself adds pressure on the others.GP appointments are under review but coping reasonably with demand. Plan to move to winter timetable when needed – this gives extra ‘on the day’ appointments to cope with urgent requests. Mrs Jordan reported a convoluted process for obtaining an appointment for a medication review and wasted phone calls. Very frustrating and could have been avoided. Mrs Baxter will discuss with Reception Manager.Mr McAreavey is bemused by the fact that he is always asked at the dispensary if we make up his prescription. Mrs Baxter explained that medications and prescriptions are both collected from the dispensary therefore the answer to that question tells the dispenser what she is looking for! There is virtually a script for the dispensers to ensure they are doing the right thing. Mrs Baxter suggested that Mr McAreavey could say ‘I’ve come to collect my medications, you make it up for me’ which should pre-empt the question. It would be interesting to hear what happens!Mrs Baxter reported on local practices working together on a pilot project to bring together a ‘Neighbourhood Team’. \* *suggestion – shall I ask someone to come and talk to you about the project?*  The Boston locality practices put in an expression of interest and have been allocated £500,000 for the project. Neighbourhood working is about bringing workers from health, social care and other agencies together to provide more efficient care for patients. Part of the project work involves the practice reception and administration staff undergoing care navigation or signposting training, which will happen in the next few months. This training should give them the skills to help direct patients to the right service straightaway – recognising that the services have to be available and the correct contact details also. |
| **4.** | **Update on Fundraising activities –** Funds now stand at £2,071.20 which is very healthyThe tombola and cake stall raised £102.10 and was well receivedMembers agreed that the Forum could help purchase a replacement cautery machine when GPs decide which one they wantMrs Baxter has found a company that will check and calibrate the couches and recover them if necessary. The company would also take away old ones if replacements are purchased. Members felt this would be an ideal way forward, in this case the practice would only need to purchase one bariatric couch and the others could be checked and ‘reconditioned’.More raffle prizes needed for the concert on 8 December |
| **5.** | **Questions, comments and suggestions**: - * Mrs Baxter asked if members had any suggestions for future speakers and to let her know \**see above*
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| **6.** | **AOB*** NAPP bulletin 121 for September circulated to those present
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| **7.** | **Date and time of next meeting** Wednesday 22 November 2017 6.30 p.m at Fairfax House |