The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 4th April 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) Mr Gerald Greatrix (GG)  Mrs Linda Jordan (LJ) Miss Phyllis Marshall (PM)  Mr William McAreavey (WM) Mrs Janet Poston (JP)  Mr David Harding (DH) (Practice Manager) | |
| **Apologies** | | Mr Ramon Kemmett (RK), Mrs Sandra Thompson (ST) Caroline Bardwell (CB), | |
| **In Attendance** | |  | **Actions** |
| **1.** | **Minutes of last Meeting** – Certified as a true and accurate record. | |  |
| **2.** | **Matters arising** – Nil of note | |  |
| **3.** | **Practice Update –**  **Practice Complaints**  A patient was prescribed Vaniqua Cream by a hospital consultant. The practice contacted the hospital to see if there was an alternative but unfortunately there is not. This is a restricted item and NHS Lincolnshire have said that is should not be prescribed by a GP or hospital consultant. The patient was not happy and claimed we were de-neighing his wife prescribed treatment. A letter explaining that we are not permitted to prescribe this cream with a copy of the PACEF recommendation has been sent. The cream can be purchased from the pharmacy but is very expensive.  **Practice Compliments**  A message was sent to DH from a patient saying ‘XXX wanted to thank us all for delivering her medication in the bad weather. She thinks we are all wonderful.  A card was received saying ‘I would like to say how much I appreciate the care received during the week 19 Feb by Dr Kelly … I would also like to thank Dr Whitfield for her kindness to me the following week 26 Feb… I recovered the following week with the help of the medication prescribed and was grateful for the kindness shown to me.’  **Suggestions**  ‘Turn off the radio, it’s not relaxing’.  DH explained that the radio was on so patients could not hear the reception staff talking on the telephone. He asked the group if they preferred a certain radio station. After discussion it was decided that Heart was the preferred station.  **Significant Events** – Nil of note  **Staff Update**  1st March – David Harding - Practice Manager – Started  29th March – Suzanne Baxter – Practice Manager – Left  3rd April – Dr Qureshi – FY2 – Left  3rd April – Dr Sandhu – FY2 – Left  4th April – Dr Ahmed – FY2 – Started (here for 4 months) | | **DH** |
| **4.** | **Meeting dates –**  Meeting dates for the coming year were circulated. DH requested the meeting scheduled for 16th May be brought forward to 9th May. This and all the other dates were agreed. | | **All to note** |
| **5.** | **Update on Fundraising activities –**  DH did not have the up to date figures but said that the Cautery unit had been purchased and was about £700 (Post meeting note - Actual cost £771.92).  DH said he would circulate the statement of accounts with the minutes.  The Easter hamper raised £95 but £15 was deducted for ingredients. Therefore the substantial amount of £70 was profit. Well done and thank you to Suzanne.  DH said he had been asked if the group would be willing to help purchase a Doppler for the nursing team. After discussion it was agreed that the group would contribute half towards the purchase. Agreed.  DH was asked if he knew the dates of the flu clinics. The group would like to do a tombola and a cake stall but need to make sure they can prepare. DH to check the dates and let the group know. | | **All to note**  **DH** |
| **6.** | **AOB**   * DH explained that he had met with the landlord’s representative and had asked when the fence was going to be fixed. The whole fence is going to be replaced therefore they were getting quotes before contracting it.   The consulting rooms were also being refurbished so the meet the infection control regulations. When this is being done there will be some disruption to the practice but this will be managed and it is hoped it will make minimal impact to the clinics and patient care.   * A footpath from the patient carpark to the staff entrance was discussed previously. If the main doors could not be used this is the alternative entrance to the building. If a path could not be put in would a drop curb be considered from the staff carpark. DH to investigate. * The makings for the disabled parking slots were faded and people who are not disabled are parking in those slots. DH to see if they can be repainted. DH was asked if an additional slot could be added. * GG asked if there were any contingence plans during the bad weather if staff could not get to work or patient needed to be collected. DH said he does not recall seeing anything in the business continuity plan. GG offered the practice support and said he has a 4x4 and would be willing to help if required. He suggested we advertise in the local newsletter for any other volunteers. DH thanked GG and agreed this is a very good idea. * DH was asked if the phone system could have a queue waiting system added so patients knew what number they were in the queue. He said he was looking at the telephone system and if possible would like it replaced. When this is reviewed he will see what is available. * AB asked if Ben from the neighbourhood team would be returning. DH said he will contact Ben and ask if he could do an update. * DH was asked if he had any plans to put a receptionist back on the front desk. DH said he will review this. | | **DH**  **DH**  **DH**  **DH** |
| **7.** | **Date and time of next meeting -** Wednesday 9th May 2018 - 6.30 p.m. at Fairfax House. | |  |