The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 21st August 2019**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mrs Barbara Connolly (BC) Miss Deanna Ginns (DG) Mrs Ava Harding-Bell (AHB) Mrs Linda Jordan (LJ) Miss Phyllis Marshall (PM) Mrs Janet Poston (JP), Mrs Sandra Thompson (ST),Mr Gerald Greatrix (GG) Mr David Harding (DH) (Practice Manager)Mrs Fiona Anderson (FA) |
| **Apologies**  | Mr Derek Machin (DM), Mr Michael Atkinson (MA), Mrs Margaret Down (MD), Mr Ramon Kemmett (RK), William McAreavey (WM)  |
| **In Attendance** | Mr Geoff Ball (GB) & Kevin Turner (KT) | **Actions** |
| Mrs Ball welcomed everyone to the meeting and welcome Mr Kevin Turner form ULHT.The meeting began at 6.30 p.m. |
|  | Mr Kevin Turner (KT) thanked the forum for having him and said he was due to retire in a week and a half. ULHT receive £ ½ a Billion per year to deliver services at all of their sites in Lincolnshire. They put two bids last year for Lincoln County Hospital (LCH) and Pilgrim Hospital to have their A&E departments refurbished. These bids were rejected. On Thursday last week they had a call to say a member of parliament was going to be visiting Pilgrim and the bid they had put in last year has been accepted and £21m will be allocated. They then found out the day before the visit that it was Boris Johnson that was visiting and the £21m would be confirmed. This will be for expansion of Resus from 4 to 6 beds more space for A&E and the Primary Care Centre attached to A&E (where all the GP cases that go to hospital are seen).AHB asked about CQC – KT said they received requires improvement in April and again on a revisit in May 19. In July 19 the CQC did an inspection on the hospital management processes but they are not aware of the result for this year as CQC do not tell you.The have 270 Staff Nurse vacancies and are working hard to recruit. They do employ locum nurses but this is very expensive.They have not hit their waiting time targets but many other hospitals are in the same position. The Government are reviewing A&E waiting times as the amount of patients required to be seen within 4 hours is very difficult to achieve.They receive on average 50 complaints per week but in comparison the received 70 compliments per complaint. The death ratio has been addressed and this was a coding issue and the information submitted was not accurate. ULHT are now in the top 25% of hospitals.AHB asked about Stroke unit being alternate weekends. KT confirmed this will be staying the same as there is a national consultant shortage. They are also looking at best practice and hope to reduce the stay from 17 days to 10 days which is the national average.Changes for the future – Pilgrim will be the Lincolnshire hospital that will specialise in acute procedures and more complex procedures.Many of the day case procedures will be performed in Grantham.GB asked about the Car Parking. KT said this had been a complete mess. ULHT contracted an outside agency to run the car parking as they are not the experts in this area. The new company put in the system but did not realise how poor the internet and the signal was in Lincolnshire. This caused numerous issues. AHB said some staff are now having to pay £30 per week. KT said this is not correct. Depending on the member of staffs pay band depends how much they pay. As a director he is on one of the highest pay bands and he only pays £20 per week. Some staff were parking on grass verges and not paying parking and these staff are now unhappy because they have to pay. ULHT have had to apologise to some staff and patients with regards to fine but the majority of this has now been addressed. ULHT did not want to sell the car park to NCS and NCS charge what they like as Nottingham have done this and the price to park is horrendous.To finish KT said the cancer figures have improved, the death rate has improved and the hospitals performance is improving. The staff who work there really do care and work hard to keep the hospitals functioning.Everyone thanked KT for taking the time and thought the update was wonderful.  |  |
| **1.** | **Apologies –** as per list above |  |
| **2.** | **Minutes of Last Meeting -** 10th July 2019* Matters Arising
	+ Contact details of members issued to all the members
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| **3.** | **Practice Update*** CQC – DH reported that the CQC Inspection on the 27 July 19 went very well and we were awarded ’Good’ across the board. He formally thanked the staff for all their hard work. AB thanked BC for attending on her behalf.
* Complaints – nil of note
* Compliments
	+ I want Great Care – DH explained that this is the questionnaires given out by the reception staff for patients to complete. The response has been very good and we have been awarded 5 stars out of 5.
	+ Patient Experience Feedback – DH previously sent a letter and a copy of this report by post to members. The report was excellent and DH was especially pleased with the comment ‘This practice has scored higher than their CCG average in every question’ which only 3 practices achieved in Lincolnshire East CCG.
	+ Thank you card was received for Dr Zubair and the Admin team for helping a patient with a holiday cancellation form.
* Suggestions
	+ A suggestion about the waiting room was read out by DH. This was about confidentiality and patients standing either side of the person at the desk. DH has suggested putting in an application to the Bicker Wind Farm Trust for some new singular waiting room chairs. This will allow us to reconfigure the waiting room.
* Significant Events
	+ A patient was seen by a GP who agreed to refer for an ultrasound. The GP did not do the referral for just under a month and when the ultrasound was finally done it had suspicions of malignancy. The GP’s have discussed this and the GP in question has been advised to do the referrals in a timelier manner.
	+ Children’s services submitted a request for a Statutory Health Check but the parents’ names were wrong. One of the children’s names was spelt wrong. This was returned and amendments made.
	+ Patient was due to be admitted to Hospice which was arranged by the Macmillan nurses. The transport was requested and TASL were informed that the patient had a BMI of over 30. An ambulance turned up but they refused to take the patient due to the BMI and their ambulance was not a bariatric ambulance. The family ended up taking the patient by car otherwise they would have lost the bed. This has also been sent to the clinical lead of the CCG.
* Staff Changes
	+ Jackie Bailey has decided to retire. She has given 3 months’ notice which will give time to recruit and do a handover. The group asked DH to pass on their best wishes.
	+ The FY2 GP’s changed over on the 7th August. We now have Dr Maher and Dr Ahmed.
	+ Dr Kuzyszyn-Kraninska (International GP) contract has been extended for another 2 months so will be with us until 6th November. She will have an assessment on 17th October and if she passes this may leave earlier.
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| **4.** | **Update on Fundraising Activities*** Current funds available – see annex A
* DH explained that he did not purchase a new Doppler as instructed as we already have 4. The nurses like to use the new Doppler so wait rather than use one of the older versions.
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| **5.** | **NAPP Newsletters*** Jul/Aug Not yet received
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| **6.** | **Primary Care Network** (PCN) Update* Project Mgr – This has been advertised and interviews will take place in September
* Pharmacist – The PCN are going to be working with ULHT who will be the employer of the pharmacist.
* Social Prescriber – this is already in place
* Extended Hours – this is still an issue with one practice and the PCN will have to fund the shortfall in the contact put in place to cover this practice.
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| **7.** | **AOB*** HealthWatch requested we advertise a meeting– ‘your voice’ event, 9 Oct 19

 The Storehouse, North Parade, Skegness PE25 1BY, Time: 10 am to 1 pm* Connect Health requested we advertise a meeting –‘Pain – do you get it’ Tuesday 10th Sept 19 at 4pm to 5.30pm at the Blackfriars Art Centre
* Lincolnshire East CCG requested we advertise the Annual Public meeting which will be held at the Dower Hose in Woodall Spa on 26th Sept 19 at 2pm to 4pm.
* AHB said the CCG are also doing a listening clinic in the practice on 10th Sept 19 in the morning
* A discussion was had about the books and puzzles. It was proposed that the larger puzzles should be priced at £1 instead of 50p. A vote was taken and the results were: Abstained 2 Against 2 For 6

It was decide to see if people did not purchase the puzzles at the new price it could return to 50p.* It was proposed that the meetings in the winter be moved to the afternoon. A vote was taken and the results were as follows

Abstained 2 Against 5 For 3The proposal was defeated and therefore the time will remain at 6.30pm.* GG asked what the CCG policy was on giving out blood glucose meters. DH did not know and said he would find out.
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| **8.** | **Date and Time of Next Meeting**Wednesday 2nd October 19 – Time 6.30pm**Future Meeting dates** Wednesday 13th November 19 – Time 6.30pmWednesday 18th December 19 – Time 6.30pm |  |

Annex A

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| **Fairfax House Forum - Statement of Accounts** |
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| 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 |
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