The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 18th December 2019**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mrs Barbara Connolly (BC)Mr Gerald Greatrix (GG) Mrs Linda Jordan (LJ) Mrs Janet Poston (JP), Mrs Sandra Thompson (ST)Mr Michael Atkinson (MA) Mr Ramon Kemmett (RK) |
| **Apologies**  | Mrs Margaret Down (MD), Mrs Ava Harding-Bell (AHB), William McAreavey (WM),  |
| **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 Annie Best** (Lincs Fire Service)Annie’s role is to visit people to make sure they are safe from fires. She will arrange for smoke detectors to be fitted and discuss exit plans with people to make sure they can get out in a safe and timely manner.Lincs Fire Service use the acronym – SHERMANS – SmokerH – HoarderE – Elderly or lives aloneR – Reduce MobilityM – Mental Health IssuesA – Alcohol MisuseN – Needs care or supportOver the past 10 years there has been 40 fatalities in Lincolnshire. The Fire service have looked at the fires that caused this and tried to determine how these fires can be prevented.54% were cooking related and 46% were Electrical fires.Another couple of projects Lincs Fire Service are involved in are Child safety – if children are playing with matches or fascinated by fire they will discuss this with the family and child to explain the dangers.The second project is a bout modern day slavery – Many landlords have multi-occupancy accommodation which are not kept in the best condition and the houses are not always fit for purpose. They work with the Police especially with workers who work at car washes and nail bars.  |  |
| **2.** | **Apologies –** as per list above  |  |
| **3.** | **Minutes of Last Meeting –** 13th November2019Certified as true and an accurate record.* Matters Arising – Nil of note
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| **3.** | **Practice Update*** Complaints
	+ Patients seen and told will be referred urgently. Clinician went off sick and had not done referral. When the work was picked up by another clinician they did not consider it as urgent and the records did not indicate it was urgent so the referral was sent as routine. The patient was not happy with this so complained. The practice then looked at all the other tasks of the clinician that had gone off sick to prevent any delays on these.
	+ A patient had to hasten an insurance report. I was explained that this is non-NHS work and does not take priority.
* Compliments
	+ I want Great Care – The November results were 5 ‘Extremely Likely’ & 1 ‘Likely’. The comments were all positive. This gave the practice a rating of 5 stars out of 5.
* Suggestions
	+ Intercom for the doctors to call patients – DH reminded the GP’s to go into the waiting room and call patients rather than stand by the door.
	+ I think it is totally wrong for anyone to ask why I want to see a GP. Hwy should a receptionist ask such a personal question? – Reply – We have many different clinicians working in the practice and the GP is not always the best person to see. The reception staff have had additional training and ask what is wrong so they can book you with the right person on your first appointment.
	+ Staff should give themselves a pat on the back for being so good.
* Significant Events
	+ GP Practice received a discharge letter stating a patient had ReSPECT form in place and was NOT for resuscitation. When the practice contacted the patient to get a copy of the ReSPECT form for their medical record they were unaware this had been completed and DID want resuscitation.
* Staff Changes
	+ 3 Dec 19 Dr Maher FY2 End of 4/12 Placement
	+ 3 Dec 19 Dr Ahmed FY2 End of 4/12 Placement
	+ 4 Dec 19 Dr Aslam ST3 Starts 1 Year Placement
	+ 4 Dec 19 Dr Olubanjo ST1 Starts 4 month Placement
	+ 4 Dec 19 Dr Sanni ST1 Starts 4 month Placement
	+ 4 Dec 19 Dr Manogaranm FY2 Starts 4 month Placement
	+ 4 Dec 19 Dr Nikankowska FY2 Starts 4 month Placement
	+ 13 Dec 19 Gillian Sant – Med Admin Resigned
	+ 2 Jan 20 Dr Shuro ST3 Starts 1 Year Placement
	+ 6 Jan 20 Carol Tate – Med Admin Replaces Giliian
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| **4.** | **Update on Fundraising Activities*** DH did not have an up to date balance but would attach it to the minutes.

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| **5.** | **NAPP Newsletters*** November & December newsletters were given out.
* DH noted that the NAPP contract comes to an end in December and confirmed we will not be renewing the contract. AB asked if everyone was happy with this and it was unanimously agreed we will not renew the contract.
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| **6.** | **Primary Care Network** (PCN) Update* PCN Manager, Rachael Crown started on the 27 Oct 19.
* PCN Secretary, Nicola Tonsager started on 11th Nov 19.
* Pharmacist – There have been some developments in the employment of new pharmacist but it is expected that they will not start until May 2020.
* DH is helping with the process mapping of the new 1st Contact Physiotherapist because he does not want the service to be run from a town practice and would prefer the physio to work across the 6 practices. That way the patients could be offered an appointment on a Thursday at Swineshead or have the option to travel to another practice if they wish to be seen earlier.
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| **7.** | **AOB*** JP said a friend had received a letter from a hospital saying that the cost of her not attending her appointment would be £103. Could the practice do something similar? DH said we only send letters to serial offenders many of whom probably don’t take any notice of what has been written. DH will look at the letter template and add something in.
* BC said a friend has had an invite to a 70 year health check. DH said he would look at the Health Check regulations and see what ages should be invited in. He was aware of the 70 year old patients being sent a reminder for Shingles vaccination.
* GG said his neighbour has a life line pendant that he set off and was attended by EMAS. The paramedics tried to call the practice at just after 8am but could not get through. They said they have direct lines to some practices but not Swineshead. DH said EMAS have been given a direct line number via the CCG for all of the Boston Practices. The EMAS control room also has access to Stsym1 which is the patient’s medical records and the control room have permission to access the records in an emergency. DH said there has been a small flu outbreak in Boston and a patient is so poorly they have had to be admitted to Pilgrim. He suggested all those who have not been vaccinated should re-consider.
* AB said she has looked at the leaflet DH gave out at the last meeting and has made some amendments. DH thanked her and said he would try to produce something for the next meeting.
* AB said someone had made a comment on Facebook about not being able to get an appointment. Her husband sent a reply saying rather than complaining on Facebook you need to speak to the Practice Manager. MA said he saw the same comment and looked at their profile. The person seemed to spend most of the time abroad and only seems to be coming back to the UK for treatment.
* DH told the group about a potential scam that was going on in Boston. A lady who claims to be a nurse is targeting elderly patients. She cold calls saying she is visiting another patient in the area. After being invited in she did a blood pressure and took the patients pulse. She then offered different services such as hedge and grass cutting. The NHS staff do not offer these type of services.
* DH said the GP Partners would like to thank the members of the group and had a small gift as a token of their appreciation for the time they spend helping the practice. The members were all very happy to receive the gift and asked DH to pass on their thanks to the GP’s.

The meeting ended at 19.35 and AB thanked everyone for attending and wished them all a merry Christmas and Healthy New Year. | **DH****DH** |
| **8.** | **Date and Time of Next Meeting**Wednesday 29th January 2020 at 6.30pm**Future Meeting dates** The start times for the meetings will be 6.30pmWednesday 11th March 20Wednesday 22nd April 20 – AGMWednesday 3rd June 20Wednesday 15th July 20Wednesday 26th August 20Wednesday 7th October 20Wednesday 18th November 20 |  |

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 |
| 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 |
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