The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 11th March 2020**

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| **Present** | Mrs Angela Ball (AB) (Chair) Mrs Barbara Connolly (BC)Mrs Linda Jordan (LJ) Mrs Sandra Thompson (ST)Mr Michael Atkinson (MA) Mr Ramon Kemmett (RK)Mrs Janet Poston (JP), |
| **Apologies**  | Mrs Margaret Down (MD), William McAreavey (WM), Mr Gerald Greatrix (GG), Miss Deanna Ginns (DG), Miss Phyllis Marshall (PM), Mrs Ava Harding-Bell (AHB), Mr David Harding (DH),Mr Salvatorre Cannizzaro |
| **In Attendance** | Mrs Fiona Anderson (FA) | **Actions** |
|  | The meeting began at 6.30 p.m. AB welcomed everyone to the meeting. |  |
| **1.** | **Presentation from Zoe Miles from Carers First –**Zoe spoke about the work which Carers First are involved with . Carers First provides unpaid family support to anyone looking after and caring for someone. It is important that a carer gets the support they need , often the person they are caring for is already getting treatment and support . A person can be referred and will be contacted within 24 hours for a brief assessment . There will be a full assessment completed within 28 days at which point the service will look at what support and services the person needs to best help them . Zoe works closely with GP Practices, looking at different ways to support people. Staff are now based at the hospitals offering 1:1 support. Some carers are in full/ part time employment and Carers First will support them at looking at flexible working / support for the family member. An Emergency Response Plan can be set up so that support is immediately available for the person the carer is looking after. This will hopefully give the carer ‘ peace of mind’ , they can often have health problems but do not seek help/ advice because they need to be available for the ‘ cared for person’. There is also a Carer forum which provided 24/7 carer access, where carers can chat with others. All support and advice , days out and support groups are free and funded by Lincolnshire County Councul.  |  |
| **2.** | **Apologies –** as per list above  |  |
| **3.** | **Minutes of Last Meeting –** 11th March 2020Certified as true and an accurate record. It was noted the in the minutes under AOB that LJ had a ‘ pharmacy 2 U’ leaflet not BC.* Matters Arising – AB said that MD had telephoned her about the Easter Eggs and had now brought a mixture of Eggs into the Practice for the raffle. AB was collecting the hamper and would deliver so that we could start selling raffle tickets.
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| **4.** | **Practice Update*** Complaints

 Patient had anaphylactic reaction to an injection within the  Practice. Patient went to A&E and we thought that they would  follow up . The hospital did not follow up there was the  expectation that the GP would do . Due to the type of reaction the patient had to be referred to Guy’s – they have seen her and  reported back on the type of allergy. The patient was due to  have a planned operation however could have this due to the  anaesthetic used in the injection. The appointment has now  been postponed and the patient has had to wait even longer  for a planned procedure.  Patient rang and spoke to Dave ref ringworm not being  Diagnosed after seeing 3 different GP’s. Complaint was that  The patient could not see the same GP. When told to make  an appointment the next day. There was nothing available. Patient advised to come in and see GP to get ringworm  Confirmed and if not cleared up to be referred to  Dermatology. Reception need to confirm with GP when they  Request to see a patient the next day and nothing available.  The Patient Forum suggested that GP’s should override an  appointment for the patient if they wished to see them again / or there could be GP to book only appointments which reception  could use . This would hopefully mean that the patients would  not get frustrated and it would make it easier for the receptionist.   Compliments Liz Ball chief nurse from LECCG ,emailed a thank you to all the  Patient Councils for the valuable contributions they have given  To the CCG over the last few years.   I want Great Care for 1st January 2020- 31st January 2020 was  rated as 5. Some of the comments ‘ staff always willing to help’ ‘ Was given what I asked for’, and ‘never feel that I am left  waiting’. Patient wrote to thank everyone in the practice who have given  Excellent and sympathetic advice and attention over past few  While the patient had been attending the practice. * Significant Events

 Patient discharged from LCH with high calcium. Nothing in EDD.  Found out when downloaded blood test from label trace. GP  Treated appropriately. * Staff Changes
* Charlie Lal the treatment room nurse has now left.
* James Musk ( clinical pharmacist) will start WEF 6 May2020.
* Extended Scope Practitioner –
* Recruitment of part time practice nurse is difficult so we are

 Looking at extending the amount of hours from 25-30. * Two New GP Reg and one FY2 will start in April . Our present four trainees will leave on 31 March 20.

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| **5.** | **Update on Fundraising Activities*** FA distributed the update spreadsheet
* MD has kindly brought a variety of Easter Eggs for the Easter Raffle.
* AB asked about the funds and purchasing of chairs once the alterations are complete. LJ mentioned that the forum had been advised not to keep a lot of money in the account .
 | **DH** |
| **5.** | **Primary Care Network** (PCN) Update* First Contact Physio (FCP) – The Practice will have a physio in place as of

 The 1st April 2020. The physio will be here at the practice for ½ day a week  to start with. But this will be come longer. If a patient call the practice  they will be directed to the physio who will be able to do an assessment  and refer appropriately.  |  |
| **7.** | **AOB*** Corona Virus

Swineshead has an infection control box with suits , masks and goggles.We have also been sent some surgical masks, gloves and aprons fromNHS central stock.There have been over 800 people tested and to date there is only 1 confirmed case of corona virus in Lincolnshire. Although discussed If the situation gets worse plans are being put in place to stop patients attending the practice and telephone consultations will take place instead.Prescriptions will be sent to the pharmacists. We have stopped booking on –line appoints at the advice of NHS England. If we have a patient attending the practice that is confirmed case the practice will have to close and be deep cleaned. We have contingency plans in place .* The practice has started using EPS4 , which means that all prescriptions are signed electronically and sent to the chemist . We are encouraging patients to nominate a pharmacy for their prescriptions to be directly sent
* RK mentioned that he was unhappy that Heckington Pharmacy keep ringing him and his wife when a prescriptions ready . They know when to collect and do not need reminding .Fiona to ring and have a word.
* The Patient Forum mentioned that it would be good to have a list of the abbreviations which are often used. To keep in their folders for reference.

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| **8.** | **Date and Time of Next Meeting**Wednesday 22nd April 2020 AGM . **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** |
| 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 |
| 01-Dec-19 | books | £70.00 |  | £2,768.45 |
| 01-Dec-19 | Xmas Raffle | £108.50 |  | £2,876.95 |
| 14-Jan-20 | donation pansy pitts | £29.00 |  | £2,905.95 |
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