The Swineshead Medical Group

**Fairfax House Patient Forum**

**Minutes of the meeting held on 1st August 2018**

|  |  |
| --- | --- |
| **Present** | Mr Derek Machin (DM) (Chair) Mrs Angela Ball (AB) (Vice Chair)Miss Deanna Ginns (DG) Mrs Ava Harding-Bell (AHe) Mrs Linda Jordan (LJ) Mr Ramon Kemmett (RK)Miss Phyllis Marshall (PM) Mr William McAreavey (WMe)Mrs Janet Poston (JP) Mr David Harding (DH) (Practice Manager) |
| **Apologies**  | Mrs Barbara Connolly (BCe) Mrs Sandra Thompson (Ste) Mrs Margaret Down (MDe) Mr Gerald Greatrix (GGe) |
| **In Attendance** | Ann Fletcher  | **Actions** |
| **1.** | **Good Neighbour Scheme**Ann Fletcher explained that the Good Neighbour scheme was set up about 18 months ago but only works in Swineshead village. There is another group in Heckington but she is not sure if there are any other groups in other local villages. The group has several volunteers who will help people in need in the village. Volunteers will give a lift to the surgery but will not travel outside the village. They have dog walkers and people who will help with shopping. The service is for short term help. Each member of the group was given a leaflet for further reference. |  |
| **2.** | **Apologies –** As above |  |
| **3.** | **Minutes of last meeting -** 27th June 18* Matters arising – nil of note
 |  |
| **4.** | **Practice Update*** Complaints – DH shared 2 complaints
1. One of the GP’s left a death certificate to the last minute which cause concern and distress to the family because they thought they might have to cancel the funeral. DH had a word with the GP and the GP’s trainer also spoke with the GP about this. DH wrote a letter of apology and spoke with the family.
2. A patient wrote about the poor physio service. DH has forwarded the letter to Ascenti (Physio Company) and spoke with them because their clinics have been adhoc and patients had to travel to Parkside in Boston. Ascenti have said they are in the process of recruiting a new physiotherapist for Lincolnshire and interviewed on Thursday 26th July. The will be providing a locum physiotherapist until the new one can start.
* Compliments – DH read out 2 compliments
1. Another chocolate bouquet was presented to the reception staff.
2. A patient expressed their gratitude when his wife collapsed in the surgery. He was pleased to see how well the staff rallied around and helped them in their hour of need.
* Suggestions – open a GP practice in Donington – Practice reply – unfortunately this is not economically viable. The NHS will only allow so many practices per population and Donington does not have enough of a population to warrant its own practice.
* Significant Events – Nil of note
* Staff Changes
1. Dr Ojoye will start as a salaried GP from 20th August 18.
2. Dr Shaik will start as a ST3 from 20th August 18
3. Dr Lunga will start as a ST1 on 20th August 18
4. Dr Siqueria will start as a FY2 on 1st August 18
5. Dr Kim will start as a FY2 on 1st August 18
6. One of the Admin Staff has resigned because they have a new job at Norwich hospital. They are due to leave at the end of August.
 |  |
| **5.** | **Update on Fundraising activities*** Current funds available – see Annex A at the end of these minutes.
* AB reminded members that we need to collect some raffle prizes for the charity concert in Sunday 9th September in the Swineshead Village Hall. If member could not attend they could give their donations to DH who will take them with him.
* DH said that the portable fridge that is used when the practice does home deliveries is not working and needs to be replaced. It was agreed that the Fairfax Forum would pay half towards a replacement. DH thanks the group.
* AB proposed having fans installed in the admin office. DH said he will look at this.
 |  |
| **6.** | **Meeting time in the winter**The group postponed a decision from the last meeting to give themselves time to think about this and ensure that everyone had the opportunity to make comments. It was decided that from 31st Oct 18 to 19th Feb 19 we will try to have the meetings at 1pm to 2.30pm. Depending on the dark nights the group will decide if they wish to continue to have the meetings at 1pm or move them back to 6.30pm.  |  |
| **7.** | **NAPP Newsletters*** June 18 – given out
* July 18 – not received
 |  |
|  | **AOB*** DH has received an update on ULHT Peads dept. He read out the letter.
* DH was given a newspaper clipping which states that patients live longer if they see the same GP. DH explained that this is not always possible as the GP’s don’t work every day and if all the patients requested the same GP (CK) he would have a list as long as your arm and the other GP’s would only see a few patients.
* DM showed DH a letter he had been sent ref Vit D. DH explained that the NHS changed the criteria and patients who had a very low Vit D were being prescribe a supplement. Those who had a low Vit D were also recommended to by some weaker tablet over the counter. It might be that you only need the tablets for a few months but you might need them long term. Vit D is essential for wellbeing.

  |  |
|  | **Medical Records Presentation**DH showed the group how complicated the patient’s medical records are and how much information is held on each patient. |  |
|  | **Date and Time of next meeting**Wednesday 19th September 2018 at 6.30 pm – HealthWatch attending**Future Meeting dates**31st October 201812th December 201823rd January 2019 |  |

 Annex A

|  |
| --- |
| **Fairfax House Forum - Statement of Accounts** |
|  |  |  |  |  |
| **Date** | **Reason** | **Income** | **Expenditure** | **Balance** |
| 01-Apr-18 | b/fwd | £12,693.97 | £10,692.22 | £1,986.75 |
| 01-May-18 | Books | £37.00 |  | £2,023.75 |
| 01-Jun-18 | Books | £42.00 |  | £2,065.75 |
| 05-Jun-18 | Doppler |  | £455.51 | £1,610.24 |
| 05-Jun-18 | Doppler Probe |  | £243.79 | £1,366.45 |
| 05-Jul-18 | Books | £80.90 |  | £1447.35 |