

# Minutes of Patients' Forum Meeting

9 May 2012

1. Attended: 10 patients, 2 practice members
2. Apologies: 4 apologies
3. Minutes of last meeting
  - a) amendments – 5a) It was agreed that in addition to a Patient chair there should also be a vice chair/deputy
4. Matters arising
  - a) 5g) PJ has confirmed that although the practice will not migrate to the new clinical system until October it is possible within that programme to identify patients who have provided email addresses.
  - b) 6b)iii) A further survey has not been carried out yet. The practice has just appointed a new partner to fill the vacancy that has existed for many months. Also the doctor that had been on long term sick leave is back and increasing her work over a period. These have both contributed to an increase in available appointments for patients as well as much increased stability for the practice. We did not want to do another survey at a time when we were struggling as it would just invite unhelpful responses. A further survey will be carried out at a time agreed with the forum.
  - c) 5h) A suggestion box has been installed by the patients' Forum notice board but no display yet. JE agreed to produce a heading for the board and to add a notice about the suggestion box JE
5. Report on Neighbourhood Patient participation meeting –

The meeting was held on 29 February and was aimed at achieving '*a refreshed, new approach towards PPE in Neighbourhood 4 - and next steps in taking it forward*'. As well as '*working together productively with patients with diabetes*'

  - a) The first part of the meeting was attended by PM, ED and PJ who gave feedback on their thoughts of the meeting - Minutes of the meeting were only received today (copy attached).
  - b) There were a good number of people who attended but only 4 patients (this practice had the largest patient representation) with the other participants being overwhelmingly doctors and nurses with a representative from LINKS (the Lewisham Patients Organisation)
  - c) It was very 'managerial' in the way it was run by a member of KPMG, management consultants employed to help the pct with the transition to Practice Based Commissioning from April 2013
  - d) It was not clear what it achieved in terms of practice based patient forums – (it became evident that many practices are struggling to get meaningful groups established – we are doing very well!) other than they should be encouraged whether in face to face meetings or by electronic 'virtual' groups
  - e) There ended up being a sudden jump from local groups to a Neighbourhood wide group with a more political agenda.
  - f) There was no enthusiasm from our members to be involved in this wider group as it was felt that our primary focus was the development of services at Sydenham Green
  - g) What that might mean was to be discussed at the Neighbourhood meeting on Thursday 10 May.
  - h) The Forum felt that if any members were interested in the wider agenda it would be beneficial to have representation at those meetings.
6. Elections
  - a) Members willing to be considered for posts and present at the meeting briefly introduced themselves with a short summary of their experience.
  - b) There was a ballot of those present and we elected the following:
  - c) Chair – PM; vice-chair – ED; Secretary – JE; Treasurer – ID
  - d) Thank you to the above and others who were willing (however reluctantly) to stand for positions to help the forum develop
7. NHS Changes
8. Sundry items
  - a) Car parking – has been a considerable problem during the building works opposite the practice
    - i) Building works are nearing an end and we believe there may be parking facilities for the new residents. Once the position becomes clear it may be that representation to the council from the forum be made if it is seen that the situation is causing hazards for people attending the surgery, especially if they are not very mobile.
  - b) There is a notice board outside the building by the front entrance - suggested that a notice be placed there to advertise the Forum
  - c) The doors to Phlebotomy are very heavy and do not open automatically – this makes attending the clinic very difficult for wheelchair users – the Forum should submit a letter to the pct asking for this to be changed
9. Courtyard development – We have the courtyard at the heart of the practice building which was for a number of years been used and maintained by Sydenham Garden. Following their expansion and new building on the site of the garden they are no longer able to maintain the courtyard. JS suggested that this might be a project the Forum could consider – it would help the look of the practice but could also be a advert for the group and raise its profile

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10. Agenda items for next meeting
  - a) It was agreed that items on the agenda should show allocated times for discussion.
  - b) NHS Changes should be a standing item
11. Next meeting date: 18 July